

**SERIAL 10138 RFP INTEGRATED WORKPLACE MANAGEMENT SYSTEM (IWMS)**

**DATE OF LAST REVISION: August 03, 2011 CONTRACT END DATE: July 31, 2016**

**CONTRACT PERIOD THROUGH JULY 31, 2016**

TO: All Departments  
FROM: Department of Materials Management  
SUBJECT: Contract for **INTEGRATED WORKPLACE MANAGEMENT SYSTEM (IWMS)**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **August 03, 2011 (Eff. 08/03/11)**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

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Wes Baysinger, Chief Procurement Officer  
Materials Management

BW/mm  
Attach

Copy to: Materials Management  
Neil Urban, Facilities Management



## CONTRACT PURSUANT TO RFP

**SERIAL 10138-RFP**

This Contract is entered into this 3<sup>rd</sup> day of August, 2011 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and eCIFM Solutions Inc., a California corporation ("Contractor") for the purchase of an Integrated Workplace Management System (IWMS).

### 1.0 CONTRACT TERM:

- 1.1 This Contract is for a term of Five (5) years, beginning on the 3<sup>rd</sup> day of August, 2011 and ending the 31<sup>st</sup> day of July, 2016.
- 1.2 The County may, at its option and with the agreement of the Contractor, renew the term of this Contract for additional terms up to a maximum of Five (5) years, (or at the County's sole discretion, extend the contract on a month-to-month basis for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract term at least thirty (30) calendar days prior to the expiration of the original contract term, or any additional term thereafter.

### 2.0 FEE ADJUSTMENTS:

Any request for a fee adjustment must be submitted sixty (60) days prior to the current Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted fee, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

### 3.0 ACCEPTANCE:

For Customer's Initial purchase of each Equipment and Software product, Contractor shall provide an acceptance test period (the "Test Period") that commences upon Installation. Installation shall be defined as: a.) the Equipment, if any, is mounted; b.) the Software is installed on the data base server(s) and/or personal computer(s). During the Test Period, Customer shall determine whether the Equipment and Software meet the Licensor published electronic documentation, ("Specifications"). The Test Period shall be for 90 days. If Customer has not given Contractor a written deficiency statement specifying how the Equipment or Software fails to meet the Specification ("Deficiency Statement") within the Test Period, the Equipment and Software shall be deemed accepted. If Customer provides a Deficiency Statement within the Test Period, Contractor shall have 30 days to correct the deficiency, and the Customer shall have an additional 60 days to evaluate the Equipment and Software. If the Equipment or Software does not meet the Specifications at the end of the second 60 day period, either Customer or Contractor may terminate this Contract. Upon any such termination, Customer shall return all Equipment and Software to Contractor, and Contractor shall refund any monies paid by Customer to Contractor therefore. Neither party shall then have any further liability to the other for the products that were the subject of the Acceptance Test.

### 4.0 PAYMENTS:

- 4.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit "A."

- 4.1.1 Payment for software and implementation will be paid based on the milestone payments in Exhibit A-1.
- 4.1.2 The Contractor shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. The County requires the Contractor to submit invoices in electronic format. At a minimum, the invoice must provide the following information:
- Company name, address and contact
  - County bill-to name and contact information
  - Contract Serial Number
  - County purchase order number
  - Invoice number and date
  - Summary page with contract balance and payments to date
  - Payment terms
  - Date of services
  - Milestone delivered and accomplished
  - Description of Purchase (services)
  - Pricing per unit of service
  - Extended price
  - Total Amount Due
- 4.1.3 Problems regarding billing or invoicing shall be directed to the County as listed on the Purchase Order.
- 4.1.4 Payment shall be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Contractor shall fill out an EFT Enrollment form located on the County Department of Finance Website as a fillable PDF document ([www.maricopa.gov/finance/](http://www.maricopa.gov/finance/))
- 4.1.5 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

**5.0 AVAILABILITY OF FUNDS:**

- 5.1 The provisions of this Contract relating to payment for services shall become effective when funds assigned for the purpose of compensating the Contractor as herein provided are actually available to County for disbursement. The County shall be the sole judge and authority in determining the availability of funds under this Contract. County shall keep the Contractor fully informed as to the availability of funds.
- 5.2 If any action is taken by any state agency, Federal department or any other agency or instrumentality to suspend, decrease, or terminate its fiscal obligations under, or in connection with, this Contract, County may amend, suspend, decrease, or terminate its obligations under, or in connection with, this Contract. In the event of termination, County shall be liable for payment only for services rendered prior to the effective date of the termination, provided that such services are performed in accordance with the provisions of this Contract. County shall give written notice of the effective date of any suspension, amendment, or termination under this Section, at least ten (10) days in advance.

**6.0 DUTIES:**

- 6.1 The Contractor shall perform all duties stated in Exhibit "B", or as otherwise directed in writing by the Procurement Officer.
- 6.2 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations. The County requires background checks for staff working on-site and

staff accessing county data. The County shall provide VPN access to the County network so the Contractor can log into the IWMS system remotely.

**7.0 TERMS and CONDITIONS:**

**7.1 INDEMNIFICATION:**

- 7.1.1 To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions, mistakes or malfeasance relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract by the Contractor, as well as any person or entity for whose acts, errors, omissions, mistakes or malfeasance Contractor may be legally liable.
- 7.1.2 The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.
- 7.1.3 The scope of this indemnification does not extend to the sole negligence of County.

**7.2 INSURANCE REQUIREMENTS:**

- 7.2.1 Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of A-, VII or higher. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.
- 7.2.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.
- 7.2.3 Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.
- 7.2.4 Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.
- 7.2.5 The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.
- 7.2.6 County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance certificates. County shall not be obligated to review policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve

Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

7.2.7 The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insured.

7.2.8 The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

7.2.9 Commercial General Liability.

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

7.2.10 Automobile Liability.

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

7.2.11 Workers' Compensation.

7.2.11.1 Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

7.2.11.2 Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

7.2.12 Certificates of Insurance.

7.2.12.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

7.2.12.2 In the event any insurance policy (ies) required by this Contract is (are) written on a "claims made" basis, coverage shall extend for two (2) years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

7.2.12.3 If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

7.2.13 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

7.3 WARRANTY OF SERVICES:

7.3.1 The Contractor warrants that all services provided hereunder will conform to the requirements of the Contract, including all descriptions, specifications and attachments made a part of this Contract. County's acceptance of services or goods provided by the Contractor shall not relieve the Contractor from its obligations under this warranty.

7.3.2 In addition to its other remedies, County may, at the Contractor's expense, require prompt correction of any services failing to meet the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all the provisions of this Contract in the manner and to the same extent as services originally furnished hereunder.

7.4 REQUIREMENT OF CONTRACT BOND:

7.4.1 Concurrently with the submittal of the Contract, the Contractor shall furnish the Contracting Agency the following bond, which shall become binding upon the award of the Contract to the Contractor.

7.4.1.1 A Performance Bond equal to \$500,000 conditioned upon the faithful performance of the Contract in accordance with the Exhibit B and the agreed upon System Design Document. Such bond shall be solely for the protection of the Contracting Agency awarding the Contract.

7.4.2 The bond shall include a provision allowing the prevailing party in a suit on such bond to recover as a part of his judgment such reasonable attorney's fees as may be fixed by a judge of the court.

7.4.3 The bond shall be executed by a surety company or companies holding a certificate of authority to transact surety business in the State of Arizona issued by the Director of the Department of Insurance. The bond shall not be executed by an individual surety or sureties. The bond shall be made payable and acceptable to the Contracting Agency. The bond shall be written or countersigned by an authorized representative of the surety who is either a resident of the State of Arizona or whose principal office is maintained in this state, as by law required, and the bond shall have attached thereto a certified copy of the Power of Attorney of the signing official. In addition, said company or companies shall be rated "Best-A" or better as required by the Contracting Agency, as currently listed in the most recent Best Key Rating Guide, published by the A.M. Best Company.

7.5 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County  
Department of Materials Management  
Attn: Director of Purchasing  
320 West Lincoln Street  
Phoenix, Arizona 85003-2494

For Contractor:

eCIFM Solutions, Inc  
Sanjiv Paul Singh, AIA, LEED AP  
Vice President  
3160 Crow Canyon Road, Suite 240  
San Ramon, CA 94583

**7.6 TERMINATION FOR CONVENIENCE:**

The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

**7.7 TERMINATION FOR DEFAULT:**

7.7.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

7.7.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

7.7.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

7.7.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

**7.8 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:**

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

**7.9 OFFSET FOR DAMAGES:**

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

**7.10 ADDITIONS/DELETIONS OF SERVICE:**

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

**7.11 RELATIONSHIPS:**

In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, partnership, principal and agent, or joint venture between the District and the Contractor.

**7.12 SUBCONTRACTING:**

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

**7.13 AMENDMENTS:**

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County Materials Management shall be responsible for approving all amendments for Maricopa County.

**7.14 RETENTION OF RECORDS:**

7.14.1 The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for six (6) years after final payment or until after the resolution of any audit questions which could be more than six (6) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

7.14.2 If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

**7.15 AUDIT DISALLOWANCES:**

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

**7.16 ALTERNATIVE DISPUTE RESOLUTION:**

7.16.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve



as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

7.16.1.1 Render a decision;

7.16.1.2 Notify the parties that the exhibits are available for retrieval; and

7.16.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

7.16.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

7.16.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

**7.17 SEVERABILITY:**

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

**7.18 RIGHTS IN DATA:**

The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

**7.19 INTEGRATION:**

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

**7.20 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:**

7.20.1 By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system. I-9 forms are available for download at USCIS.GOV.

7.20.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

**7.21 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §§35-391.06 AND 35-393.06 BUSINESS RELATIONS WITH SUDAN AND IRAN:**

7.21.1 By entering into the Contract, the Contractor certifies it does not have scrutinized business operations in Sudan or Iran. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract.

7.21.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

**7.22 CONTRACTOR LICENSE REQUIREMENT:**

7.22.1 The Contractor shall procure all permits, insurance, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his/her business, and as necessary complete any required certification requirements, required by any and all governmental or non-governmental entities as mandated to maintain compliance with and in good standing for all permits and/or licenses. The Contractor shall keep fully informed of existing and future trade or industry requirements, Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same. Contractor shall immediately notify both Materials Management and the using agency of any and all changes concerning permits, insurance or licenses.

7.22.2 Contractors furnishing finished products, materials or articles of merchandise that will require installation or attachment as part of the Contract, shall possess any licenses required. A Contractor is not relieved of its obligation to possess the required licenses by subcontracting of the labor portion of the Contract. Contractors are advised to contact the Arizona Registrar of Contractors, Chief of Licensing, at (602) 542-1525 to ascertain licensing requirements for a particular contract. Contractors shall identify which license(s), if any, the Registrar of Contractors requires for performance of the Contract.

**7.23 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION:**

7.23.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor, defined as the primary participant in accordance with 45 CFR Part 76, and its principals:

7.23.1.1 are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;

7.23.1.2 have not within 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or

commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

7.23.1.3 are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

7.23.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.

7.23.2 Should the Contractor not be able to provide this certification, an explanation as to why should be attached to the Contact.

7.23.3 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

**7.24 PRICES:**

Contractor warrants that prices extended to County under this Contract are no higher than those paid by any other customer for these or similar services.

**7.25 GOVERNING LAW:**

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

**7.26 ORDER OF PRECEDENCE:**

In the event of a conflict in the provisions of this Contract and Contractor's license agreement, if applicable, the terms of this Contract shall prevail.

**7.27 INCORPORATION OF DOCUMENTS:**

The following are to be attached to and made part of this Contract:

7.27.1 Exhibit A, Pricing;

7.27.2 Exhibit A-1, Milestone Payment Schedule;

7.27.3 Exhibit A-2, Contractor Standard Billing Rates;

7.27.4 Exhibit B, Scope of Work;

7.27.5 Exhibit C, Tririga Software Terms and Conditions;

7.27.6 Exhibit D, Tririga Maintenance and Support Program;

7.27.7 Exhibit E, Materials Management Contractor Travel and Per Diem Policy;

7.27.8 Exhibit F, Business Requirements Response;

7.27.9 Exhibit G, Technical Requirements Response; and

7.27.10 Exhibit H, Sample Project Plan and Milestone Deliverables

**IN WITNESS WHEREOF**, this Contract is executed on the date set forth above.

**CONTRACTOR:**

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
PRINTED NAME AND TITLE

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
DATE

**MARICOPA COUNTY:**

\_\_\_\_\_  
CHAIRMAN, BOARD OF SUPERVISORS

\_\_\_\_\_  
DATE

**ATTESTED:**

\_\_\_\_\_  
CLERK OF THE BOARD

\_\_\_\_\_  
DATE

**APPROVED AS TO FORM:**

\_\_\_\_\_  
LEGAL COUNSEL

\_\_\_\_\_  
DATE

## EXHIBIT A PRICING

SERIAL 10138-RFP

NIGP CODE: 20855, 20876

RESPONDENT NAME:

eCIFM Solutions, Inc.

VENDOR NUMBER :

2011000993

ADDRESS:

3160 Crow Canyon Road, Suite  
240, San Ramon, CA 94583

P.O. ADDRESS:

TELEPHONE NUMBER:

(925)830-1925

FACSIMILE NUMBER:

(925)830-2750

WEB SITE:

[www.ecifm.com](http://www.ecifm.com)

REPRESENTATIVE:

Sanjiv Paul Singh, AIA, Vice  
President

REPRESENTATIVE E-MAIL:

[sanjiv@ecifm.com](mailto:sanjiv@ecifm.com)

	YES	NO	REBATE
--	-----	----	--------

WILL ALLOW OTHER GOVERNMENTAL ENTITIES TO PURCHASE SERVICES  
UNDER THIS CONTRACT:

	[ Y ]	[ ]	
--	-------	-----	--

WILL ACCEPT PROCUREMENT CARD FOR PAYMENT:

	[ ]	[ N ]	
--	-----	-------	--

WILL OFFER REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT  
CARD:

	[ ]	[ N ]	%
--	-----	-------	---

(Payment shall be made within 48 hours of utilizing the Purchasing Card)

PAYMENT TERMS: RESPONDENT IS REQUIRED TO PICK ONE  
OF THE FOLLOWING.

PAYMENT TERMS WILL BE CONSIDERED IN DETERMINING LOW BID. FAILURE TO  
CHOOSE PAYMENT TERMS WILL RESULT IN A DEFAULT TO NET 30 DAYS.

[X ] NET 30 DAYS

### 1.0 PRICING:

#### 1.1 Software:

License Cost (please list as applicable to your software):	Quantity	Module		Cost Per License	Total Cost
1.1.1 Administrator	4	TRIRIGA Facility	Concurrent	\$6,991.50	\$27,966.00
1.2.1 Read/Write	5	TRIRIGA Facility	Concurrent	\$6,991.50	\$34,957.50
1.2.2 Read/Write		TRIRIGA Lease	Concurrent		
	3	Management		\$6,991.50	\$20,974.50
1.2.2 Read/Write		Strategic Space	Server license		
	1	Planning		\$43,365.00	\$43,365.00
1.2.3 Read/Write		TRIRIGA Crystal	Server license		
	1	Reporting		\$13,275.00	\$13,275.00
1.2.4 Read/Write		TRIRIGA	Concurrent		
	5	Portfolio		\$5,221.50	\$26,107.50

**SERIAL 10138-RFP**

1.2.5 Read/Write	1	TRIRIGA Business Connect	Server license	\$17,700.00	\$17,700.00
1.2.6 Read/Write	2	TRIRIGA CAD License	Seat License	\$3,540.00	\$7,080.00
1.3.1 Read/Only	25	TRIRIGA ESS	Concurrent	\$10,620.00	\$10,620.00
1.4.1 Other					
Total					\$202,045.50
Are licenses concurrent or single use? (please describe)					
TRIRIGA licensing is provided for concurrent use. This licensing model provides for an infinite number of possible end users, not to exceed the number of licenses. The Statagic Space Planning, TRIRIGA Business Connect, TRIRIGA Crystal are server licenses and TRIRIRGA CAD Integrator is the only seat license.					
Management Tools (list and briefly describe, if applicable)					
All Management Tools are inclusive in the licenses quoted above					
Other 3 <sup>rd</sup> Party software products that must be licensed (list and briefly describe, if applicable)					
SQL/Server or ORACLE databases licenses					
Total Software (Year 1)					
\$202,045.50					
1.2 Software Maintenance (10 years):					
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
1.2.1 (8AM-5PM) FULL MAINTENANCE AND SUPPORT	NA	\$31,129.00	\$32,685.45	\$34,319.72	\$36,035.71
	YEAR 6	YEAR 7	YEAR 8	YEAR 9	YEAR 10
	\$37,837.49	\$39,729.37	\$41,715.84	\$43,801.63	\$45,991.71
1.2.2 (24 X 7) FULL MAINTENANCE AND SUPPORT	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
	NA		\$ -	\$ -	\$ -
	YEAR 6	YEAR 7	YEAR 8	YEAR 9	YEAR 10
	\$ -	\$ -	\$ -	\$ -	\$ -
Briefly describe what is included with maintenance costs listed above.					
Unlimited toll free phone support, Monday through Friday 5:00 AM to 5:30 PM. Please note the Software Maintenance also provides software upgrades. Application of these upgrades is not included. Software also includes 1 free System Administration Certification course at TRIRIGA HQ in Las Vegas, unlimited access to Level 2 technical specialists					
Please provide any other costs which are associated to software maintenance					
Cost of applying software upgrades is not included and has to estimated based on the frequency and type of upgrade					

What are your 'specific' hours of support based on costs above?	Unlimited toll free phone support, Monday through Friday 5:00 AM to 5:30 PM. The support is provided directly by TRIRIGA - IBM. If 24x7 support is a requirement, eCIFM will provide support after hours to provide 24x7 coverage. This cost is part of the 24x7 cost line item		
<b>Total Software Maintenance (8AM-5PM)</b>			<b>\$343,245.92</b>
<b>Total Software Maintenance (24 X 7)</b>			<b>\$ -</b>
<b>1.3 Implementation:</b>			
Please list the vendor resource, cost per hour and number of hours below	<b>Cost per Hour</b>	<b>Number of Hours</b>	<b>Cost</b>
1. Project Manager	\$194.63	308	\$59,946.04
2. Application Consultant	\$174.77	648	\$113,250.96
3. Application Developer	\$146.97	1,224	\$179,891.28
4. Senior Application Developer	\$164.97	512	\$84,464.64
Other implementation services that must be purchased (list and briefly describe, if applicable)			
1.			
2.			
3.			
<b>Total Implementation</b>			<b>\$437,552.92</b>
<b>1.4 Training:</b>			
Please list the class name, type of training (classroom, webinar, train the trainer), who the audience is, duration and cost per type	<b>Type of Training</b>	<b>Audience</b>	<b>Cost</b>
1. Maximo Integration Training	Hands-On	System Administrator	16
2. On Base Integratons Training	Hands-On	System Administrator	16
3. Lease Management Training	Hands-On	Train the Trainer	40
4. Move Management Trianing	Hands-On	Train the Trainer	16
5. Strategic Space Planning	Hands-On	Train the Trainer	24
6. Property Portfolio	Hands-On	Train the Trainer	32
7. Space Management	Hands-On	Train the Trainer	40
8. CAD Integrator	Hands-On	Train the Trainer	40
9. Asset Management	Hands-On	Train the Trainer	40
10. Employee Self Service (ESS)_	Hands-On	Train the Trainer	32
<b>Total Training</b>			<b>\$43,503</b>

1.5 Travel:					
Please describe any anticipated travel and costs associated with the project implementation, consulting and training	Airfare	GSA per Diem	Duration (days)	Number of Trips	Cost
Needs Analysis	\$600.00	\$128.00	10	4	\$7,520.00
Project Management	\$600.00	\$128.00	3	3	\$2,952.00
Training	\$600.00	\$128.00	4	10	\$11,120.00
Total Travel					\$21,592
1.6 CAD Services:	AutoCAD	REVIT			
Please describe CAD services you propose on a sq-ft basis (both for traditional AutoCAD file format and “Revit” structure BIM format.)	Cost	sq. ft.			
1. CAD Conversion Services per SF	\$0.100	This is to recreate a CAD drawing from blueprints			
2. Polylining	\$0.012	Create a Polyline for wach space. We assume that the CAD drawings are already drawn and are clean			
3. CAD Attachment	\$0.005	This is to attach the Polyline to a the database and at the same time create a room record and assign space classification, and assign an agency to the space			
Note: The above CAD services and rates will be based on available funding pending a task order as agreed by both parties.					\$350,000
1.7 Other Costs:					
Please list and describe any other costs, if applicable	Not Applicable				
Total Project Costs (Non-hosted with 8 X 5 Maintenance):			Total 1 year Cost:		
	\$1,047,939.46		\$771,192.76	\$704,693.54	



**EXHIBIT A-1**  
**Milestone Payment Schedule**

Task No.	Milestones and Billing Schedule	Contract Amount	Estimate Delivery Date	Percentage Complete	Payments
	<b>1.1 Software</b>	<b>\$202,045.50</b>			
	25% Billing on procurement of software		9/15/2011	25%	<b>\$50,511.38</b>
	50% Billing on installation of software on Maricopa Server or eCIFM Server if hardware not available		10/15/2011	50%	<b>\$50,511.38</b>
	75% Billing on completion of Pilot Implementation		1/15/2012	75%	<b>\$50,511.38</b>
	100% Billing on Go-Live of all TRIRIGA modules		8/1/2012	100%	<b>\$50,511.38</b>
	<b>1.2 Implementation, Training &amp; Travel</b>	<b>\$481,056.04</b>			
2	Project Initiation & Project Plan		10/1/2011	2.50%	<b>\$12,026.40</b>
20	Baseline Installation - TRIRIGA Software		10/7/2011	5.00%	<b>\$24,052.80</b>
5	Analysis and Design		10/31/2011	5.00%	<b>\$24,052.80</b>
9	System Design Documentation (SSD)		11/30/2011	15.00%	<b>\$72,158.41</b>
24	Data Migration Design (MDD)		12/15/2011	5.00%	<b>\$24,052.80</b>
19	Approval of SSD and MDD by Maricopa		12/22/2011	2.50%	<b>\$12,026.40</b>
28	Property Portfolio		1/15/2012	5.00%	<b>\$24,052.80</b>
39	Space Management Implementation		1/30/2012	5.00%	<b>\$24,052.80</b>
50	CAD Integrator Implementation		1/30/2012	5.00%	<b>\$24,052.80</b>
58	Asset Management Implementation		2/15/2012	5.00%	<b>\$24,052.80</b>
69	Self Service Implementation (Move Requests)		2/8/2012	5.00%	<b>\$24,052.80</b>
79	Move Management Implementation		4/1/2012	5.00%	<b>\$24,052.80</b>
89	Lease Management Implementation		3/15/2012	5.00%	<b>\$24,052.80</b>
99	Strategic Facilities Planning Implementation		3/15/2012	5.00%	<b>\$24,052.80</b>
109	Completion of all TRIRIGA Related Implementation testing . Sign off of acceptance of TRIRIGA software working as defined by MC Requirements.		4/1/2012	10.00%	<b>\$48,105.60</b>
111	Integrations - Maximo		5/1/2012	5.00%	<b>\$24,052.80</b>

**SERIAL 10138-RFP**

120	Integrations - Onbase		5/29/2012	5.00%	<b>\$24,052.80</b>
129	IWMS full Enterprise and Integration testing		5/30/2012	5.00%	<b>\$24,052.80</b>
131	IWMS Initial Acceptance		6/1/2012		
132	Initial IWMS Production Go live and Break in (60 days)		6/8/2012		
133	Final IWMS Acceptance and Sign Off and Production Go live in Operational Mode		8/1/2012		
		<b>TOTAL</b>		<b>100%</b>	<b>\$481,056.04</b>
<b>Notes:</b>					
1	CAD drawings, polylining are not part of the current Scope of Work (SOW). We will require a task order to complete at least one building so that we can complete the pilot implementation of CAD Integrator and Space Management.				
2	Data migraton is limited to migrating the Property, Building and Floor information. The Space/Room data will be populated during the CAD attachment process using TRIRIGA CAD Integrator. People and Organization data will also be brought in as a one time data load. Since there is no interface to HR data the information in TRIRIGA IWMS application will maintained by the end users.				

**EXHIBIT A-2**  
**Contractor - Standard Billing Rates**

IWMS / CAFM Professional Services

<b>Labor Category</b>	<b>Labor Category Services - Skill Level</b>	<b>Hourly Rate</b>
Project Director	Senior level executive with extensive experience in delivering state-of-the-art technology solutions. Manages multiple projects. Provides strategic direction and oversight to all the projects. Develops and builds long-term relationships with client. Manages and coordinates all project managers. Reviews and maintains the quality of work performed on the projects to ensure successful implementations.	\$278.04
Minimum Experience: 7-10 years related work experience Minimum Education: Bachelor's and/or Master's Degree		
Senior Project Manager	Senior level executive with extensive experience in delivering state-of-the-art technology solutions. Provides overall direction to manage multi-site, multi-technology, complex projects. Solves complex technical, administrative, and managerial problems. Responsible for interfacing with customers and technical personnel, preparing reports, delivering presentations, and participating in meetings. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs the completion of tasks within estimated time frames and budget constraints. Reviews and maintains the quality of work performed on the program. Makes technical judgments and provides advice on resolving technical problems.	\$230.38
Minimum Experience: 5-7 years related work experience Minimum Education: Bachelor's and/or Master's Degree		
Project Manager	Project Manager manages the project and performance on a daily basis. Provides overall direction to all project level activities and personnel. Solves complex technical, administrative, and managerial problems. Responsible for interfacing with customers and technical personnel, preparing reports, delivering presentations, and participating in meetings. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs the completion of tasks within estimated time frames and budget constraints. Plans, directs, coordinates, and controls administrative and technical activities for an entire program. Supervises and trains staff in accomplishing assigned duties. Reviews and maintains the quality of work performed on the program. Makes technical judgments and provides advice on resolving technical problems. Prepares project reports for management, client, or others.	\$194.63
Minimum Experience: 3-5 years related domain experience Minimum Education: Bachelor's and/or Master's Degree		

Senior Application Consultant	The Senior Application Consultant leads the team responsible for the design and delivery of client-specific solutions using CAFM/CMMS/IWMS software. Manages multi-site, multi-technology, complex projects. Interacts with customers to ensure documentation of accurate and comprehensive use cases data, business processes and reporting requirements. Produces technical specifications based on these requirements. Provides technical assistance in designing, evaluating, and developing the configured system. Ensures quality through validation and testing processes.	\$206.55
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Minimum Experience: 5-7 years related work experience

Minimum Education: Bachelor's and/or Master's Degree in technology or related field.

Application Consultant	The Application Consultant leads the team responsible for the design and delivery of customer-specific solutions using CAFM/CMMS/IWMS software. Interacts with customers to ensure documentation of accurate and comprehensive use cases data, business processes and reporting requirements. Produces technical specifications based on these requirements. Provides technical assistance in designing, evaluating, and developing the configured system. Ensures quality through validation and testing processes.	\$174.77
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Minimum Experience: 3-5 years related work experience Minimum Education: Bachelor's and/or Master's Degree in technology or related field.

Senior Application Developer	The Sr. Application Developer is responsible for the implementation of customizations of CAFM/CMMS/IWMS software. Manages the team to ensure the customer's goals and project requirements are met, works with the application consultants, and implements a customized solution. Works on multiple projects simultaneously. Provides status updates to project managers on a regular basis and updates the project schedule.	\$164.97
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Minimum Experience: 3-5 years related work experience

**Minimum Education: Bachelor's and/or Master's Degree in technology or related field**

Application Developer	The Application Developer is responsible for the implementation of customizations of CAFM/CMMS/IWMS software. Comprehends the customer's goals and project requirements, works with the application consultants, and implements a customized solution. Works on multiple projects simultaneously. Provides status updates to project managers on a regular basis and updates the project schedule.	\$146.97
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Minimum Experience: 3-5 years related work experience

Minimum Education: Bachelor's and/or Master's Degree in technology or related field

Integration Specialist	The Integration Specialist designs and implements data integrations/migrations between the CAFM/CMMS/IWMS software application and the various Corporate and ERP systems. Understands the customer's data requirements and works with customer's internal resources to accurately scope the project data integration/migration tasks. Designs and develops the data integration/migration solutions. Works on multiple projects simultaneously. Provides status updates to project managers on a regular basis and updates the project schedule.	\$182.72
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Minimum Experience: 3-5 years related work experience

Minimum Education: Bachelor's and/or Master's Degree in technology or related field

Systems Analyst	System Analyst develops functional requirements and creates functional specifications to design/customize CAFM/CMMS/IWMS software application to meet client's complex business requirements. Assesses requirements in accordance with industry best practices and processes. Supports highly complex designs and performs analytical and programming tasks. Utilizes system life cycle management, structured system development methodologies, and structured analysis and design techniques in the implementations.	\$198.60
	Minimum Experience: 5-7 years related work experience	
	Minimum Education: Bachelor's and/or Master's Degree in technology or related field	
Database Administrator	Database Administrator installs maintains and configures databases to support the CAFM/CMMS/IWMS applications. Manages all aspects of database administration including backups, installation and configuration.	\$174.77
	Minimum Experience: 5 years of DBA experience in Oracle 10g and/or MS SQL Server (200x)	
	Minimum Education: Bachelor's and/or Master's Degree in technology or related field	
CAD/CAFM Specialist	The CAD/CAFM specialist prepares computer aided drawings (CAD) and graphics component required for CAFM/IWMS systems by BOMA/IFMA standards. Develops CAFM data integrated to the CAD drawings. Implements the CAFM/IWMS, Space Management, Move Management, and Strategic Space Planning in CAD environment. Conducts asbuilt field verification and documentation of facilities. Assists with creative representation of results and preparation of reports and documents.	\$119.16
	Minimum Experience: 2-3 years related work experience	
	Minimum Education: Bachelor's and/or Master's Degree	
Trainer	The role of the Trainer is to develop and prepare training materials which focuses on CAFM/CMMS/IWMS applications implemented at the customer site. Responsible for the delivery of the training either on-site or at eCIFM's office.	\$146.97
	Minimum Experience: 3-5 years related work experience	
	Minimum Education: Bachelor's and/or Master's Degree	
Support Technician	The role of the Support Technician is to provide LEVEL 1, LEVEL 2 or LEVEL 3 support on the use of the CAFM/CMMS/IWMS applications. Provides support during installation of the application and after the system is live. Uses extensive trouble shooting abilities to identify the root cause and furnish a solution or a work around to the end user.	\$119.17
	Minimum Experience: 2-3 years related work experience	
	Minimum Education: Bachelor's and/or Master's Degree	

## **EXHIBIT B**

### **SCOPE OF WORK**

#### **1.0 Intent:**

The Maricopa County Facilities Management Department (FMD) is entering into a contract for an Integrated Workplace Management System (IWMS) with the Contractor for providing these services and implementing a fully integrated system solution that fits Maricopa County's need for an integrated Facilities Management application to better serve internal and external customer needs.

FMD seeks to implement an IWMS to comprehensively and efficiently manage data related to county buildings and properties. FMD is looking for a Commercial-Off-The-Shelf (COTS) application that will require complete integration with the existing Maximo application and OnBase electronic document management system. Maximo will continue to be the asset work management application and OnBase is the county electronic document system. Maximo and OnBase are currently integrated using the OnBase application enabler module. FMD is seeking to automate many manual business processes for space planning and management, move management, real estate management, strategic planning and sustainability in order to improve operational efficiencies and provide opportunities to manage County assets.

The new IWMS will allow FMD to address the following:

- Multiple manual processes
- Multiple means for customers to engage with FMD, creating confusion for customers
- Multiple disparate systems and databases
- Systems that do not communicate with one another or the financial system
- Duplicate entry of data required to maintain the various systems
- Data inconsistencies – some of the data does not match or is missing

FMD reserves the right to purchase system hardware and components under a separate contract.

#### **2.0 Contractor:**

eCIFM Solutions, Inc, a California Corporation (Contractor), has been in business for 11 years and has been a Technical Service Provider (TSP) for TRIRIGA Inc, an IBM Company, for the last 8 years. TRIRIGA's Enterprise Management Software has been in use for over 18 years. eCIFM utilizes the state of the art TRIRIGA solutions to deliver IWMS to numerous local, state, federal government agencies as well as Fortune 500 clients. eCIFM offers:

- A well trained and TRIRIGA certified staff;
- An established Architectural Practice with 10 Architects/Engineers and Draftsmen with over 50 years combined CAD experience;
- Customized training for CAD Integrator as it is configured for the County;
- Ongoing assistance with the full support of the TRIRIGA technical team.

eCIFM Solutions, Inc. takes pride in its leadership role in the CAFM industry with **28 years** of extensive experience. eCIFM is a "one stop shop" which provides Architectural CAD and CAFM related services for local, state and numerous federal government clients. We are very familiar with their budget and time constraints among other requirements.

eCIFM's practices are spearheaded by Mr. Singh, a licensed architect and expert in IWMS and CAFM software consulting. He is:

- A certified TRIRIGA platform developer, highly experienced in TRIRIGA applications;
- Knowledgeable with BOMA and IFMA space standards and their application to County facilities;
- LEED Accredited Professional able to provide recommendations for making facilities compliant to LEED.

*Our services include:*

- **Implementation Services:** We can implement TRIRIGA out of the box and make it work for you or customize it to meet your specific requirements.
- **Polylining and Data Entry:** eCIFM provides cost effective services to create the polylines based on BOMA or IFMA standards. We are committed to completing this work in the United States of America.
- **CAD Drafting and Drawing Conversion:** eCIFM has licensed Architects and CAD drafters on staff. We offer redrafting services to convert your old paper drawings into electronic format.
- **As-built Drawings:** eCIFM's team of Drafters verifies your facilities and modifies the CAD drawings to accurately reflect current conditions.
- **Technical Support:** eCIFM provides technical support to clients to supplement the TRIRIGA technical support.
- **Training Documentation:** We design training material based on the actual use of CAD Integrator at County. This simplifies the training and aids the end users to focus on their own processes and responsibilities.
- **On-Site or On-Line Training:** We provide custom on-site or on-line training classes for all the TRIRIGA modules. Since training is custom role based, it is very effective.

### 3.0 Scope of Work:

The IWMS solution to be delivered by the Contractor will include, at a minimum, the functionalities listed below.

3.1 We anticipate the selected solution to be implemented in a phased approach. The initial phase will include CAD services, Strategic Planning, Space Management, Move Management, Property and Lease Management, Asset Management and integration with Maximo Asset Maintenance Management and OnBase Document Management. Additional phases may include implementation of modules for project management, telecommunications and cable management, environment and sustainability, energy management and building automation, condition assessment, capital budgeting and others that may be identified (dependent on module availability from TRIRIGA).

3.1.1 **CAD Services:** Maricopa County requires CAD services to include polylining space boundaries, field verification, room numbering and layer coordination. The County standard for CAD files is AutoCAD. This service would include updates to existing AutoCAD files and creation of any needed new AutoCAD files.

**Response:** TRIRIGA's CAD Integrator provides a bi-directional interface between AutoCAD drawings and the TRIRIGA database. This seamless integration allows each of FMD AutoCAD drawings to be attached to the database. The DWF viewer permits all authorized users to see the floor plan visual graphics **without the need for an AutoCAD license**. CAD Integrator provides enhanced tools to visually manage:

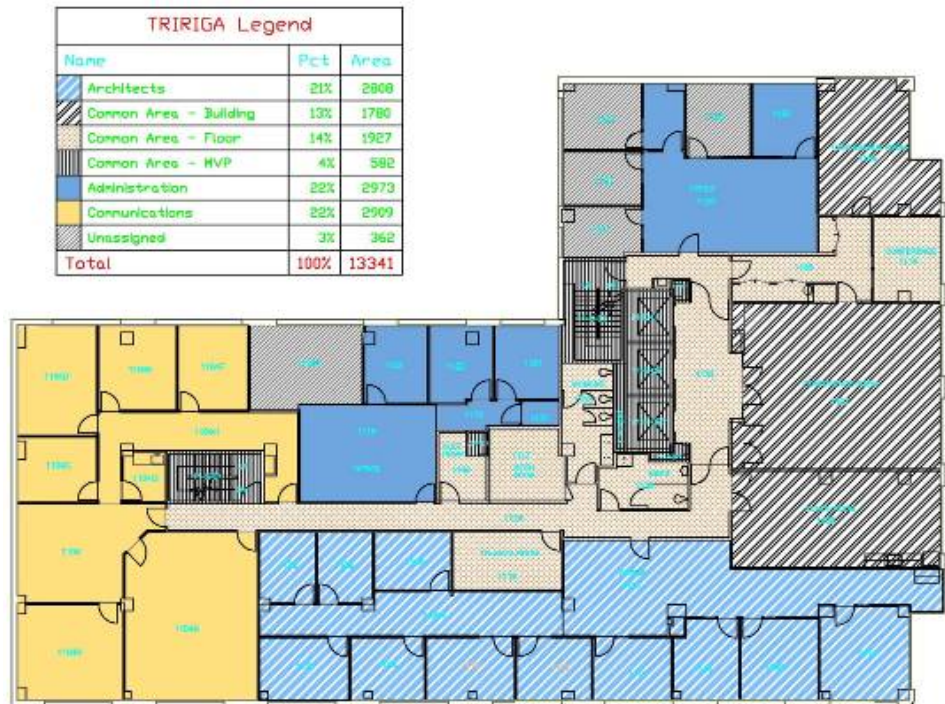
- Locations
- Assets/Equipment
- Persons
- Organizations.

The ability to visualize facilities, equipment, and people brings clarity to complex facilities management issues, illustrating problems and highlighting opportunities. Changes in CAD drawings will update the associated objects in the database and, vice versa, changes in the database will update the associated CAD drawings. TRIRIGA has updated the CAD Integrator to include many customer requested enhancements, including:

- Leveraging the TRIRIGA Application Platform
- Enhanced queries and labels
- Optional space numbering by grid when one Uploads Locations

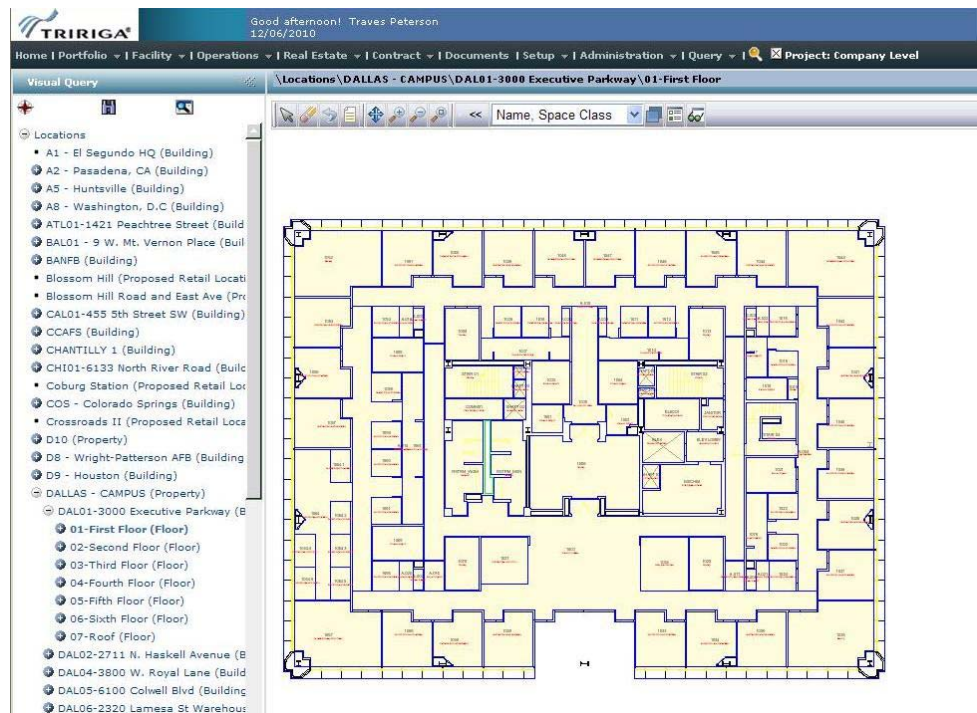
- Support for Overlay boundaries for Floor Level Charge backs and Building Systems
- Enhanced discrepancy management after synchronization to the database

Shown below is an example of a building floor plan linked to the TRIRIGA database. Department allocations by square footage are color coded for clarity through the AutoCAD/TRIRIGA link. Labels are easily configured through the Label Style Manager to allow for any database element to be displayed on the drawing.

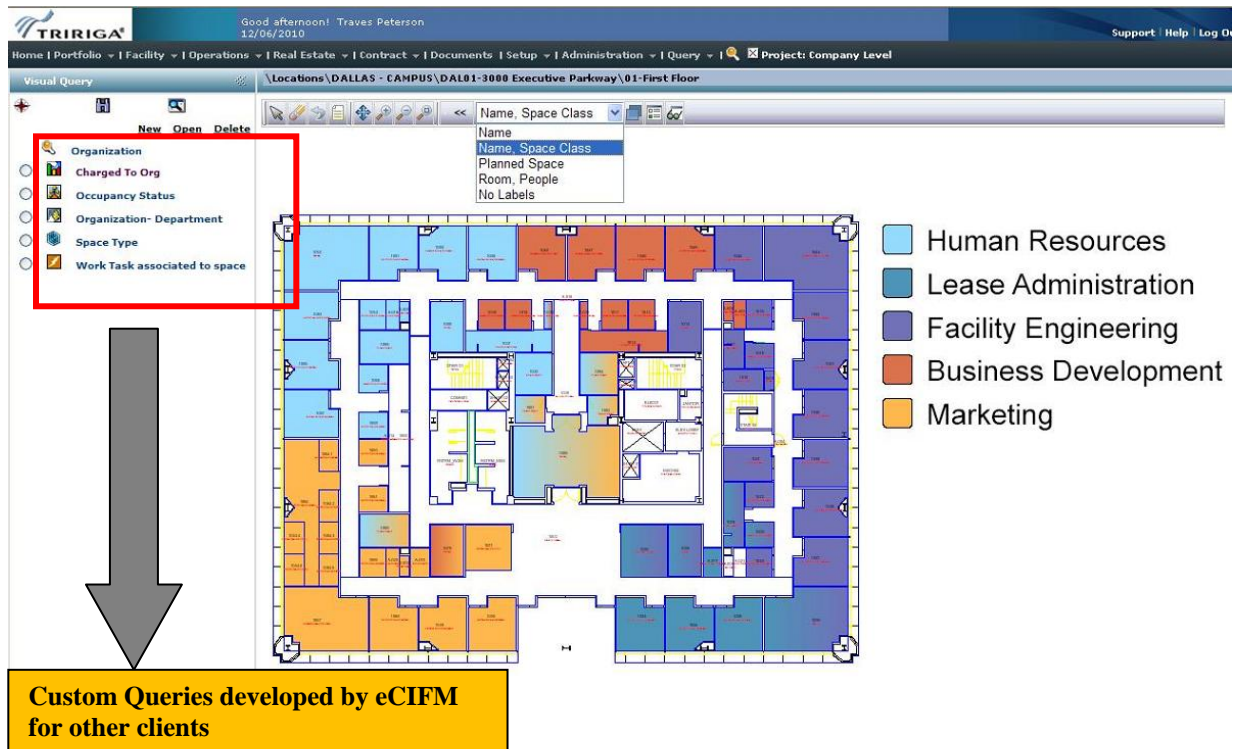


eCIFM's architectural staff provides the necessary services to complete all necessary polylines (polygons) in accordance with BOMA or IFMA standards. The accuracy and consistency of the polylines is essential to maintaining the accuracy of the TRIRIGA database. TRIRIGA's error checking routines provide the tools to audit the relationship between the database and the polylines. Shown below are out of the box TRIRIGA Portfolio and graphics capabilities:



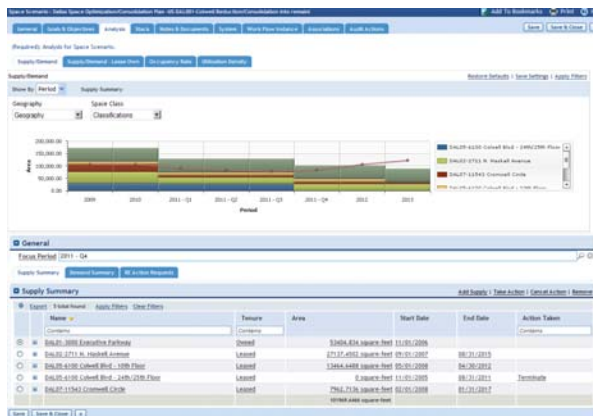


Queries will be defined per FMD requirements. Shown below is a query which returns graphic representation of departments:

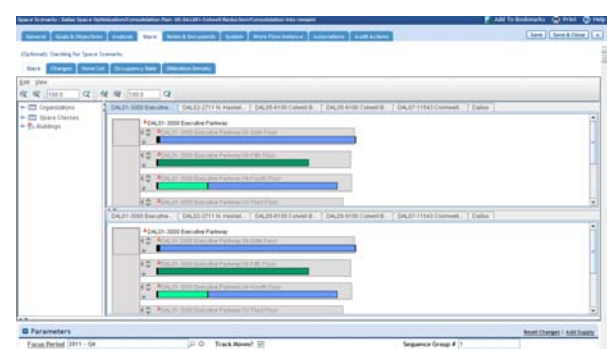


3.1.2 **Strategic Planning:** Maricopa County requires the ability to use existing facility information, historical data and future space and staffing needs to determine present and future space requirements, produce stacking diagrams to visually represent space allocations and county needs and develop cost effective allocations of space.

**Response:** TRIRIGA's Strategic Facility Planning allows the County's Real Estate executives, Portfolio Analysts and Facilities Planners to identify the impact of future business demands on existing facilities assets, evaluate planning scenarios against business objectives and automate the control of implementation projects and tasks.



**Demand-Supply Analysis**  
visually identifies costly gaps in Space Availability



**Advanced Stack Planning** models improve  
Scenario Space Analysis

Strategic Facility Planning increases alignment between core business and facilities strategies, simplifies complex planning analysis, and streamlines implementation of facility plans. The software helps mid- to large-sized organizations increase the effectiveness of all types of facility planning - strategic, master and tactical - through advanced performance analytics, visual modeling and automated workflow engine.

Strategic Facility Planning determines the best possible space planning scenarios to increase the utilization of underperforming facilities with advanced space planning capabilities that forecast, allocate and compare strategic facilities plans against business objectives, status-quo and other scenarios. Visually explore space planning scenarios with interactive supply and demand analysis and stack planning to see the effect of new facilities, lease terminations and renewals or demand-side actions such as headcount reductions.

**3.1.3 Space Management:** Space and occupancy information to allow for accurate inventory of space, dynamic bi-directional links to AutoCAD, detailed information on room numbers, space types and usage, visual overview of departments and locations, space capacity and corresponding assets and employees.

**Response:** TRIRIGA Facilities Management provides the ability to define and manage the people, organizations, locations, geographies, specifications and assets involved in the County and the lifecycle data, i.e. Events, processes, costs, etc. associated with them. Utilization, density, and vacancy rates can be tracked by organization. Historical use of space allocations and configurations for future decisions is easily accessible by decision makers throughout the organization.

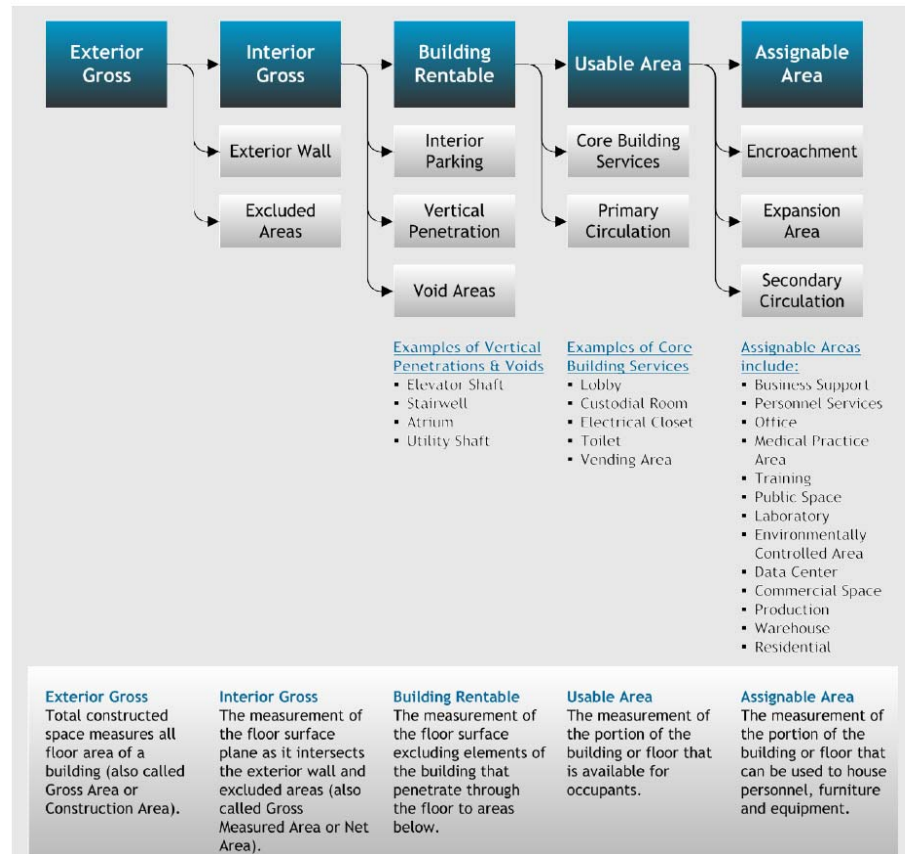
The screenshot displays the TRIRIGA web application interface. The top navigation bar includes the TRIRIGA logo, user information (Welcome, Otto Cad), and links for Sign Out, Sitemap, Support, and Help. Below this is a secondary navigation bar with tabs for Company Data, Company, and Project. The main content area is titled 'Location Hierarchy' and shows a tree view on the left with a list of locations including '1-019 (Space)', '1-020 (Space)', '1-021 (Space)', '1-022 (Space)', '1-023 (Space)', '1-024 (Space)', '1-025 (Space)', 'DAL01-455 5th Street SW (Building)', 'CHI01-6133 North River Road (Building)', 'DALLAS - CAMPUS (Property)', 'DAL01-3000 Executive Parkway', '01-First Floor (Floor)', '02-Second Floor (Floor)', '03-Third Floor (Floor)', '04-Fourth Floor (Floor)', '05-Fifth Floor (Floor)', '06-Sixth Floor (Floor)', '07-Roof (Floor)', 'Parking Lot (Floor)', and 'DAL02-2711 N. Haskell Avenue'. The main table displays a list of locations with columns for Type, Location Name, Location ID, Property, Building, Floor, and Status. The table shows 8 total found locations, all of which are 'Active' and 'Contains'.

Type	Location Name	Location ID	Property	Building	Floor	Status
Contains	Contains	Contains	Contains	Contains	Contains	Contains
Floor	01-First Floor	1000010	DALLAS - CAMPUS	DAL01-3000 Executive Parkway	01-First Floor	Active
Floor	02-Second Floor	1000011	DALLAS - CAMPUS	DAL01-3000 Executive Parkway	02-Second Floor	Active
Floor	03-Third Floor	1000013	DALLAS - CAMPUS	DAL01-3000 Executive Parkway	03-Third Floor	Active
Floor	04-Fourth Floor	1000014	DALLAS - CAMPUS	DAL01-3000 Executive Parkway	04-Fourth Floor	Active
Floor	05-Fifth Floor	1000012	DALLAS - CAMPUS	DAL01-3000 Executive Parkway	05-Fifth Floor	Active
Floor	06-Sixth Floor	1000015	DALLAS - CAMPUS	DAL01-3000 Executive Parkway	06-Sixth Floor	Active
Floor	07-Roof	1000031	DALLAS - CAMPUS	DAL01-3000 Executive Parkway	07-Roof	Active
Floor	Parking Lot	1000068	DALLAS - CAMPUS	DAL01-3000 Executive Parkway	Parking Lot	Active

Employee Associations are detailed within the TRIRIGA database and through the published drawing graphic which are shown on linked floor plans. Employee records are maintained through the TRIRIGA People Manager. Access to these records is restricted to identified user groups.

TRIRIGA Facilities consolidates facilities data and presents space through intuitive portals. This helps to reduce Space Management costs. TRIRIGA Facilities also automates processes for Moves / Ads / Changes, which improves visibility.

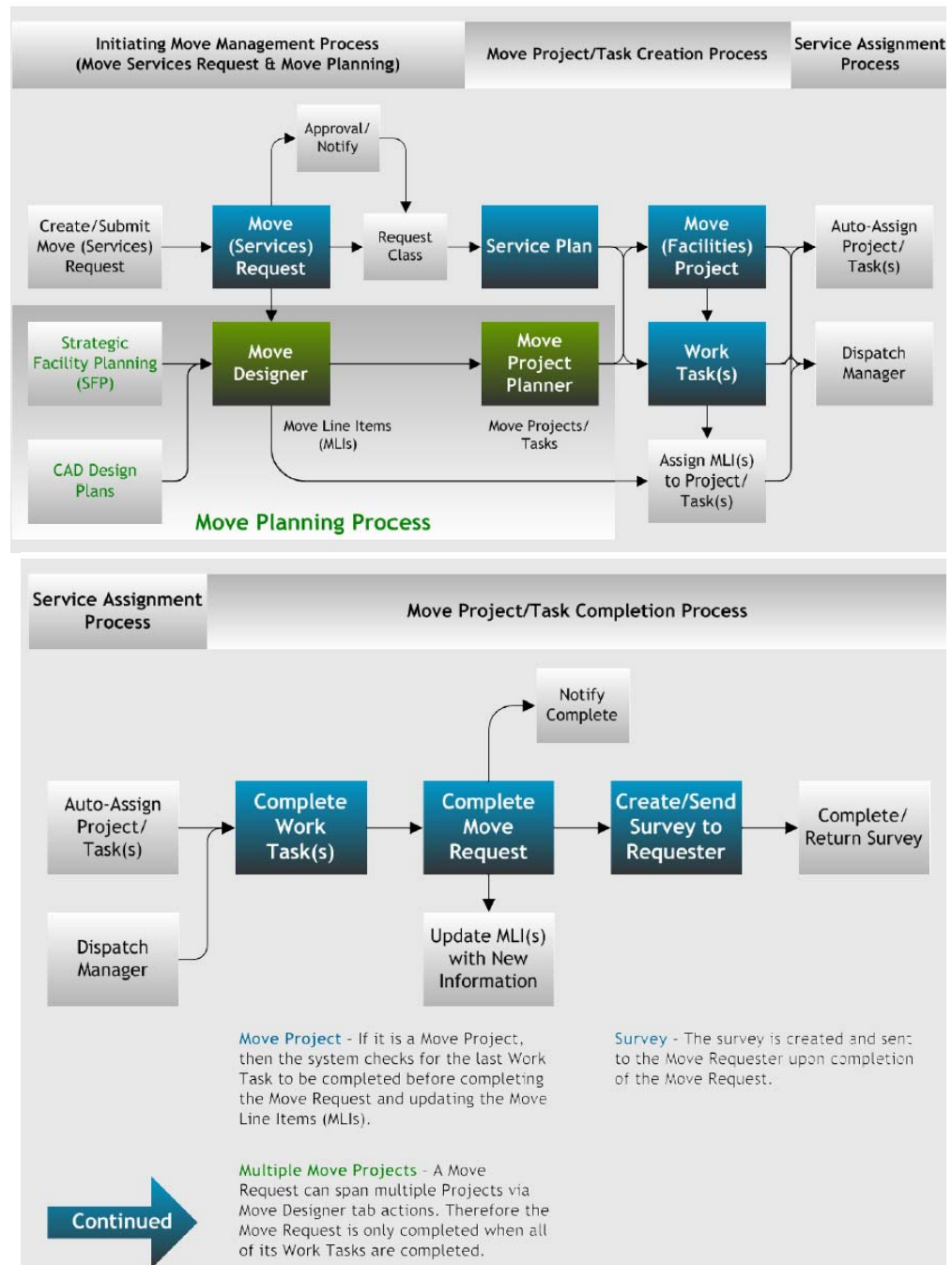
Space Classification Standards within the TRIRIGA hierarchy shall be in accordance with BOMA / IFMA and the following:



3.1.4 **Move Management:** Coordination of the activities associated with moving employees or departments, allowing for the planning, tracking and reporting of moves and all activities associated with moves.

**Response:** The Property Portfolio allows the occupancy of each space to be tracked thus providing real time reports to support decisions to shift or move resources. The history of location moves and personnel changes for each space is maintained in the system and can be accessed at the click of the mouse and most importantly from anywhere since this truly is a Web application. This information provides the user the ability to conduct occupancy analysis, achieve productivity and accurately forecast personnel requirements. Costs associated with moves are tracked and available for reports. Moves are tracked and managed from planning to completion. The move management tracking system will enable the user to efficiently manage each location and analyze organization space usage, assets set and achieve productivity goals and accurately forecast budgets.





3.1.5 **Property and Lease Management:** A centralized location of county real estate inventory that allows for the tracking, management and valuation of county owned, maintained and leased properties, properties that the county uses under Intergovernmental Agreements, vacant land and parks.

**Response:** TRIRIGA's Real Estate provides the tools to give an organization clear and comprehensive view of the organization's strategic and real estate objectives through portfolio plans. It streamlines the implementation of these plans through integrated real estate lifecycle processes that include transaction management and real estate contract administration. With TRIRIGA Real Estate, users will know - at anytime and from anywhere - exactly what is in its real estate portfolio, the status of each property and precisely how much each location costs.

**Lease Management**

TRIRIGA Real Estate allows the user to track all real estate contract obligations including lease agreements, owned property arrangements, space use agreements and service level agreements tied to landlords. TRIRIGA allows the user to receive notifications and alerts about upcoming critical dates, including lease expirations, required actions and contract options to avoid over payment, late fees and missed opportunities. The central TRIRIGA database allows for all contract documentation, conditions, clauses, associated assets and financial transactions to be kept in one comprehensive repository.

TRIRIGA Real Estate helps companies manage the financial and payment aspects of lease accounting and allocations in order to create up-to-date financial reports, maintain an accurate payment process, and satisfy regulatory requirements. The centralized repository contains all pertinent data ranging from General to Specific Lease Details. Users are able to manage:

- Lease Information: For reporting against federal guidelines and regulations, such as 10k reporting, deferred rent liabilities, future obligation statements, FASB 13 and FASB 143.
- Occupancy Accounting: Manage costs and perform desktop audits and reconciliations related to Operating Expenses (OPEX) and Common Area Maintenance (CAM) by defining the auditable services of a real estate lease.
- Percentage Sales Reporting: Calculate and report on percentage of sales rent obligations based on clauses attached to the lease that define the reporting frequency of sales, percentage amount, break points, and related terms.
- Payment Adjustments: Track and calculate index-based lease payment adjustments, such as the Consumer Price Index (CPI), and create adjustments for future payments including an adjustment for a landlord credit, re-negotiated terms, updating accrual amounts, or user-defined adjustments.
- Payment Processing: Generate payment vouchers to multiple payees based on payment instructions and record payment information such as check number, check amount, variances, and payment dates.
- Payment Allocations: Track and manage internal department chargebacks against the contract payments defined in specified space use agreements. These allocations can be defined by the amount of space allocated or by a fixed percentage.
- Real Estate Lease Reporting: Utilize interfaces, portals, and reports such as:
  - Payment Reconciliation Invoice
  - Percentage Rent Report
  - Contract Payment Summary
  - Future Rent Obligations Detail

With TRIRIGA Real Estate, the user knows at anytime and from anywhere, exactly what is in the real estate portfolio, the status of the each property and lease agreement. Having this information consolidated in one central repository allows for the organization to make effective decisions, lower its overall costs and plan for the future. Included in the following pages are examples TRIRIGA's out of the box capability.

Real Estate Lease : CAN-CAL-001-Q-Calgary CAN - 455 - 5th Street SW

General Contact Details Locations Clauses, Options & Terms Payments Space Use Agreement History Summary

(Required): Provide general information about this Real Estate Lease.

**General**

ID CAN-CAL-001 Revision 0 Status Active Picture

Name Calgary CAN - 455 - 5th Street SW

Description Office lease at 455 5th Street SW, Calgary Canada

Legal Name GreenPoint Corporation

Display Color Legacy ID

**Units**

Currency Canadian Dollars Area Units square-foot

Carbon Reporting UOM Energy Reporting UOM

**Details**

Lease Type Expense Lease Lease Category Net/Net/Net Primary Use Office

Base Lease Rate \$46.00 Canadian Dollars Lease Base Year 2007 Co-location ☐

Conversion Group Default Currency Exchange Date 09/03/2009 16:23:21 Contract Status Active

Memorandum of Lease ☐ Rules And Regulation? ☐

Is Cost or Fair Market Value Determinable? ☐ Is it Market-Based? ☐

Pro Rata Basis

**Critical Dates**

Commencement Date 05/01/2008 Lease Term 5 Year(s)

Expiration Date (Current) 04/30/2013 Expiration Reminder 9 Month(s) Expiration Notification Date 07/30/2012

Rent Commencement Date 08/01/2008 Occupancy Date 07/02/2008 Vacate/Termination Date

Executed Date 03/12/2008 Abstracted Date 05/11/2008

Possession Date 04/22/2008 Legal Notice Reminder 6 Month(s) Legal Notification Date 10/22/2007

Original Expiration Date 04/30/2013 Construction Start Date 05/01/2008

Construction End Date 06/30/2008 Renewal Options Remaining 2

**Accounting**

Accounting Type Accounts Payable (AP) Spend Category Organic Acquisition

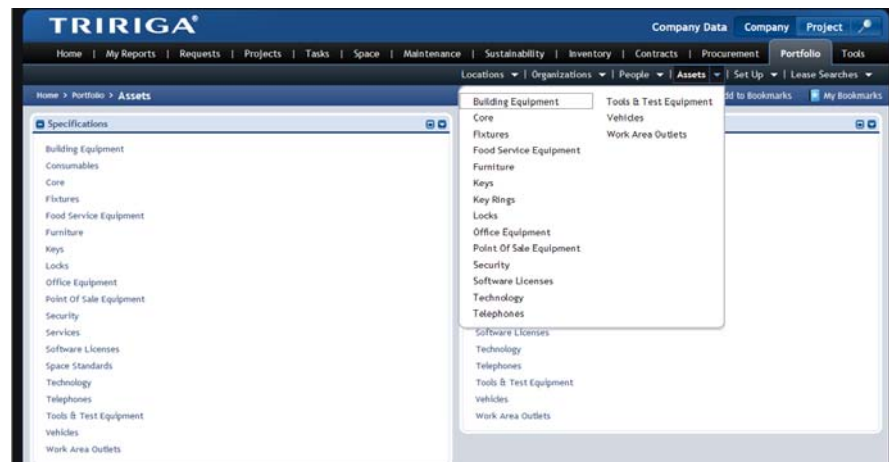
Accounting Start Date 05/01/2008 Accounting Cost Center 10-2010

Accounting End Date 04/30/2013

Create Straight Line Adjustments? ☒

Operating Portion of Capital Lease 100 percent Straight Line Capital Portion of Rent? Monthly

3.1.6 **Asset Management:** Maricopa County requires the ability to monitor and control County assets such as furniture, equipment, computers, life safety systems and any other physical assets as deemed necessary. Any solution must include: the ability to track furniture from CAD symbols, location and ownership; graphical queries on floor plans or within the database; and an interface with bar-code systems.



**Response:** TRIRIGA's Asset Manager tracks the location, including procurement, storage, installation, assignment, utilization, value, repair, replacement and disposal of all assets and equipment, whether it is system furniture, pumps or building keys. With its comprehensiveness and flexibility, TRIRIGA provides a strong asset tracking tool that can be customized to fit the particular assets of any organization. Leveraging the integration of TRIRIGA functionalities, the out-of-the-box Asset Manager offers asset types such as furniture, key, core, building equipment, technology assets, telephones, tools and work area outlets, and more. Note: TRIRIGA's Asset Manager does not currently provide Telecommunications and Cable management.

Building Equipment : EQ-1000249-Boiler - 2

General   Contacts   Details   Graphics   Contracts   Assessment   Maintenance   History   Notifications   Notes & Documents   System   Activate   Copy   Delete   Save   More

(Required): General information for the Asset.

**General**

ID: EQ-1000249   Status: Draft   Image:

Name: Boiler - 2

**Details**

Serial Number: 252161   Control Number: EQ-1000249  
Bar Code Entry: 100022002   Building System Class: E10- Equipment  
Condition: Excellent  
Reservable: ☐  
Maintenance Priority: 3-High  
Organization:   
Primary Location: \Locations\Dallas - Campus\Dallas TX - 2711 N. Haskell Avenue\Floor 14\14-403

**Environmental Details**

Energy Star:   Energy Rating Value: 97  
Overall Product Rating: Approved   Energy Type:

**Units**

Currency: US Dollars

**Spec Information**

Specification Name: Bryan Boilers CL270 Steam Boiler  
Spec ID: BLRHW-BRYN-CL270S   Spec Class: Boiler  
Brand: Bryan Boilers   Model Number: CL-270-S  
Description: Bryan Boilers CL270 Steam Boiler

**Spec Class Data Attributes**

Name	Value	Units
No data to display		

**Asset Status**

In Service Date: 05/24/2007   Asset Status: Available   Assign | Lost | Offline

TRIRIGA®

Welcome, Otto Cad | Sign Out | Sitemap | Support | Help

Company Data   Company   Project

Home | My Reports | Requests | Tasks | Space   **Portfolio**

Locations | Organizations | People | Assets | Set Up | Lease Searches

Home > Portfolio > Assets > **Building Equipment**

Related Reports: -Select-   Building Equipment

1 / 2   Export   55 total found   Apply Filters   Clear Filters   Show: 50

	Asset Name	Asset ID	Specification Name	Spec Class	Brand	Assigned To	Location	Organization	Status	Asset Status
<input type="checkbox"/>	Boiler - 2	EQ-1000249	Bryan Boilers CL270 Steam Boiler	Boiler	Bryan Boilers		\Locations\Dallas - Campus\Dallas TX - 2711 N. Haskell Avenue\Floor 14\14-403		Draft	Available
<input type="checkbox"/>	Boiler 01	EQ-1000234	Bryan Boilers CL270 Steam Boiler	Boiler	Bryan Boilers		\Locations\Dallas - Campus\Dallas TX - 6100 Colwell Blvd\Floor 10 \REST0102		Draft	Available
<input type="checkbox"/>	Elev - 02	EQ-1000236	Elevator	Elevator	OTIS		\Locations\Dallas - Campus\Dallas TX - 6100 Colwell Blvd\Floor 10 \ELEV0102		Draft	Available
<input type="checkbox"/>	Elev - 03	EQ-1000237	Elevator	Elevator	OTIS		\Locations\Dallas - Campus\Dallas TX - 6100 Colwell Blvd\Floor 10 \ELEV0101		Draft	Available
<input type="checkbox"/>	Elev - 04	EQ-1000240	Elevator	Elevator	OTIS		\Locations\Dallas - Campus\Dallas TX - 2711 N. Haskell Avenue\Floor 14\14-406		Draft	Available
<input type="checkbox"/>	Elev - 05	EQ-1000241	Elevator	Elevator	OTIS		\Locations\Dallas - Campus\Dallas TX - 2711 N. Haskell Avenue\Floor 14\14-406		Draft	Available

3.1.7 **Integration with Maximo:** Allows for preventative maintenance and corrective maintenance of facilities and associated assets. Currently, this area is handled by the FMD Asset Maintenance Management application Maximo and any solution must include the ability to integrate and provide bi-directional information on work orders, locations and assets.



**Response:** TRIRIGA's was recently acquired by IBM. Both TRIRIGA and IBM are now part of the same software offering from IBM. IBM's intent is to integrate these two best of breed products. These out of the box integrations are currently on the product road map.

TRIRIGA and Maximo have been integrated to work together at a numerous client sites. The TRIRIGA BusinessConnect (API) module provides a Web service interface for updating or requesting information from the TRIRIGA application. This Web Services interface allows customers to use any integration middleware solution that supports the current Web Services standards. Using these industry standard tools, bi-directional interfaces have been built between Maximo and TRIRIGA.

- 3.1.8 **Integration with OnBase:** The County Electronic Document Management System is OnBase and will be required to be integrated with the IWMS Solution using the OnBase Application Enabler and the ability to access AutoCad files through OnBase servers.

**Response:** TRIRIGA's has an inbuilt Document Management system. Using the TRIRIGA BusinessConnect (API) module and the OnBase enabler the 2 systems can be integrated. TRIRIGA Business Connect provides a Web service interface for updating or requesting information from the TRIRIGA application. This Web Services interface allows customers to use any integration middleware solution that supports the current Web Services standards.

- 3.2 In addition to the above mandatory requirements, Maricopa County would prefer a IWMS solution that includes a bi-directional integration with Autodesk Revit (version 2011 or later) that allows data (such as room names, area and floor levels) to be dynamically passed to and from either platform. Autodesk Revit is the product that Maricopa County uses for Building Information Modeling (BIM). A direct integration is desired, but a middleware integration may be considered. If the proposal includes Revit, provide a technical narrative and flowchart to illustrate the IWMS' functional integration with Autodesk Revit including, but not limited to the scope requirements.

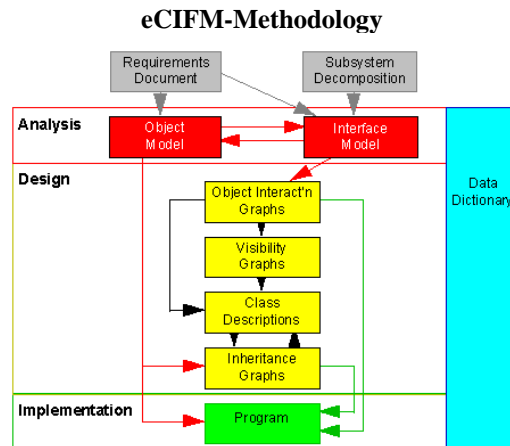
**Response:** TRIRIGA endorses and supports Building Information Modeling / Management (BIM), the COBie (Construction Operations Building Information Exchange) standard and the IFC (Industry Foundation Classes). Interoperability is a cornerstone of the TRIRIGA Application Platform. TRIRIGA's web services-based technologies and robust workflows inherently support standards such as COBIE and IFC. Currently this functionality is only available by programming custom interface code utilizing the COBie standard. The scope of building this interface is not included in the current scope of work. AutoCAD drawings can be extracted from the BIM model and connected to the software application utilizing the capabilities available within the TRIRIGA application.

- 3.3 The proposed solution must address a list of technical and business requirements that applies to all of the IWMS modules. This includes:
1. Robust search, query and reporting functionality that is intuitive and easy to use.
  2. Ability to easily disseminate information through standard reports and web interface.
  3. Ability to do analysis on historical information for executive decision making.
  4. Usability, scalability, and extensibility for future expansion of other services offered or growth of current needs.
  5. Functionality as specified in the business and technical requirements with no or minimal customizations to the purchased software.
  6. Be conducive to a phased, modular implementation if cost or resources are a constraint.

- 3.4 **Implementation PLAN:**

eCIFM will satisfy FMD's requirements on this project by using our eCIFM-Methodology. This method has been used successfully on numerous similar implementation projects throughout the

United States. Note: this is a typical implementation plan and will be adapted to the requirements and scope of the implementation and project timeline as agreed by both parties.



eCIFM's approach is based on a multi-phased implementation methodology. Our approach goes beyond the technical implementation of the TRIRIGA product. eCIFM addresses the business process, applies the best maintenance practices to the setup and design of the TRIRIGA system, and provides the technical expertise to truly leverage your investment. The major project phases are:

Phase I Project Fit/Gap Analysis	Phase II Project Implementation (PI)	Phase III Supplemental Education/Training Support	Phase IV Post Go-Live Implementation and Operational Support Services
<ul style="list-style-type: none"> <li>• TRIRIGA Application Review</li> <li>• Examine Current Business Processes</li> <li>• Data Analysis</li> <li>• Prepare Fit/Gap Analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Design Documentation</li> <li>• Application Development</li> <li>• Software Installation</li> <li>• Interface Development</li> <li>• AutoCAD drawing attachment</li> </ul>	<ul style="list-style-type: none"> <li>• Team Training</li> <li>• Role Based User Training</li> </ul>	<ul style="list-style-type: none"> <li>• Post Go Live Support (in addition to TRIRIGA support)</li> </ul>

### **Phase I – Project Fit/Gap Analysis**

**Objectives:** In-depth evaluation of the implementation. A Gap Analysis or Need Analysis (NA) report is developed that defines how all the implementation components will look in the final “solution.” It serves as the roadmap for the rest of the implementation activities. Analyzing the implementation requirements includes identifying:

- Initial project organization and project milestones
- Implementation approach (phased, pilot, etc.)
- Management commitment
- Clear functional requirements with priorities
- Interface requirements
- Customization needs
- Current Business Processes/System functionality
- Data Migration / Data scrubbing requirements
- Existing processes and approvals, including space data management

- Reporting and analysis requirements for space management and space planning
- Templates for data collection
- User training requirements

**Deliverables:** (typical)

- Gap Analysis/Need Analysis Presentation
- Recommendations
- Project Work Plan with major decision points

**Phase I Activities**

Task 1.1 Project Kick-off Meeting. A project kickoff meeting will be conducted for FMD's Project Team participants and other identified stakeholders.

Task 1.2 Project Team TRIRIGA Overview. eCIFM will conduct a workshop to familiarize the Project Team with the capabilities of TRIRIGA.

Task 1.3 Project Plan Development. eCIFM will work with the implementation team members to develop a detailed Project Plan that outlines the scope, strategies, time frame, and resources required to implement TRIRIGA.

Task 1.4 Staff and Status Management.

- eCIFM will manage its own staff and provide monthly status reports of progress on all phases.
- eCIFM will direct and assist FMD's staff in the tasks that they will perform.

Task 1.5 Project Mobilization eCIFM will help to establish an IWMS Management Implementation Team. This team will establish a Communication Plan and budget requirements including expected expenses.

Task 1.6 Interview Key Players eCIFM will help to identify and interview Subject Matter Experts..

Task 1.7 Onsite Observations eCIFM will tour facilities to observe existing work flows.

Task 1.8 Process Flow Workshops eCIFM will conduct workshops to gain a thorough understanding of how FMD conducts their work today. The workshops will review the current work process;existing work flow documentation to be provided by FMD . The implementation team will evaluate current practices and document the workflows.

Task 1.9 Documentation of Business Requirements eCIFM will document all business requirements which will require configuration within the TRIRIGA solution. Recommendations will be provided to necessary configuration changes.

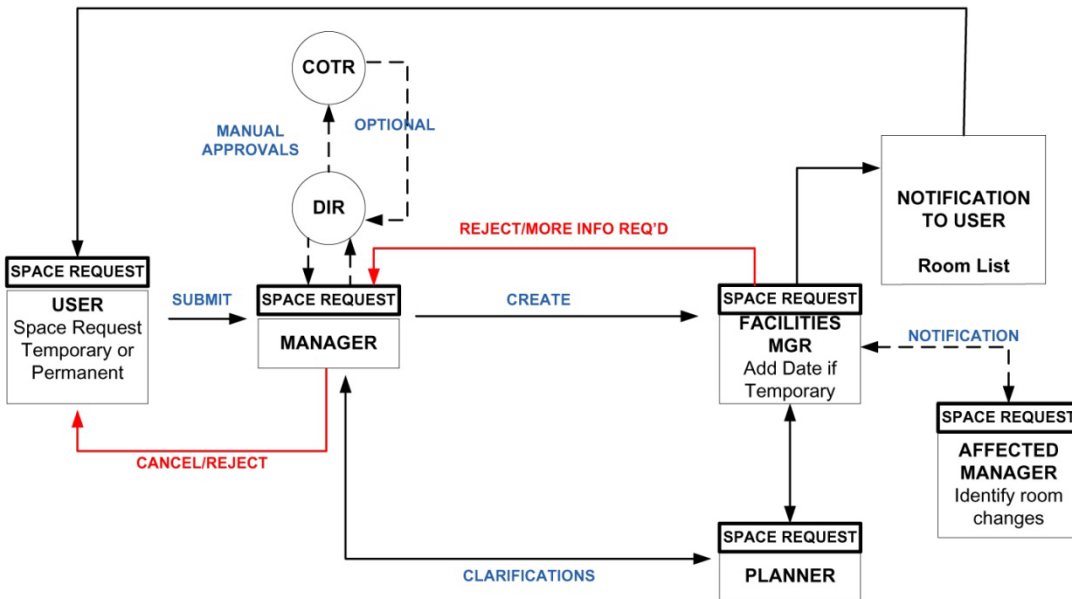
Task 1.10 Development of Design Documents eCIFM will update process flow diagrams for FMD sign off in order to ensure all requirements are identified and included in the TRIRIGA implementation. Examples of **Work Flow Process Diagrams** used to define application logic mapping sequences are shown below.

Task 1.11 Graphical User Interfaces/Portals eCIFM will document all required GUI's for the application. User portal screens will be created using out of the box standards. Any necessary configuration of fields will be identified for inclusion in Design Documents.

Task 1.12 Reporting Needs/Crystal Reports Analysis Users will gather existing reports and determine what reports will be required from TRIRIGA. From this report list, a determination will be made if the existing out of the box reports can meet their needs or if custom reports must be developed. eCIFM will provide a document of all existing Crystal Reports listing the module and the underlying data object to provide recommendations for streamlining reporting process.

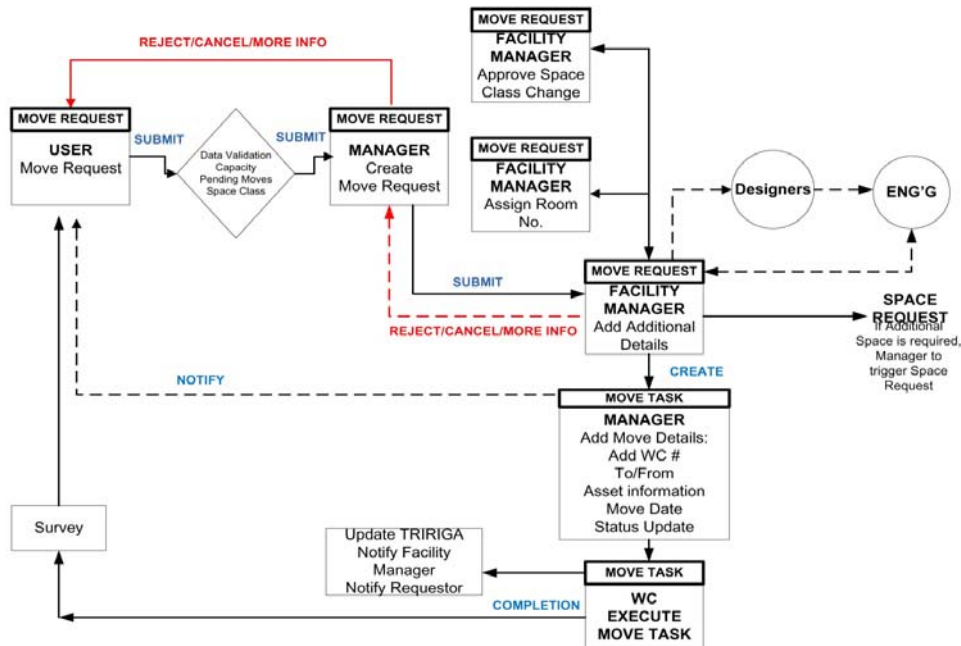
Task 1.13 Prepare Gap/Needs Analysis Presentation

Task 1.14 Conduct Gap/Needs Analysis Presentation to Management



## Space Request

### SAMPLE Customizations to TRIRIGA to meet clients' unique work flow requirements for Move Management



## Move Request

### Phase II – Project Implementation (PI)

**Objectives:** To guide, coach, and facilitate the Project Team’s successful management of the process of “going live” on the system by the target date established in Phase II. eCIFM will assist the FMD team in developing the following:

- A detailed project plan
- Data collection and scrubbing requirements
- Configuration and Reporting requirements
- Training plan

**Deliverables: (typical)**

- Project Status Reporting
- Detailed Project Plan
- Functional Design Report/Technical Design Report
- Working TRIRIGA application as per functional requirements

**Phase II Activities**

Task 2.1 Project Administration. eCIFM will manage its own staff and provide monthly status reports of implementation progress to FMD's Steering Committee. eCIFM will direct the efforts of the assigned technical staff and Project Implementation Team members.

Task 2.2 Project Plan Updates. eCIFM provides ongoing updates to the overall project plan ensuring on time project completion. All potential delays are immediately identified for resolution.

Task 2.3 Hardware Requirements. Review equipment needs (desktop or laptops) for end users who will be using TRIRIGA. eCIFM will work with the appropriate FMD technical staff to determine the users' hardware needs prior to them going into production. FMD will be responsible for making sure the end users have adequate hardware to handle the TRIRIGA application and the network infrastructure is in place to support the end users.

Task 2.4 System Setup. The following activities will be required to get the system ready: build "test" database environment; build "production" database environment; and build "training" environment. eCIFM will work with the appropriate IT staff to accomplish these tasks.

Task 2.5 Software Install. FMD's technical staff will establish the necessary technical environment required to run the TRIRIGA system on the chosen database. FMD is responsible for the tuning and performance of the system on their network.

Task 2.6 Configurations. Identify all screen configurations required to meet the business requirements. Only those changes that must be done to accommodate a business requirement will be performed.

**Task 2.7 Integration**

Task 2.7.1 Conceptual Design. Define a conceptual design for the integration between TRIRIGA and Maximo and OnBase.

Task 2.7.2 Detailed Specifications. Develop detailed specifications for integrations with Maximo and OnBase.

Task 2.7.3 Programming. Program code to detailed specifications for each integration. Unit Test code.

Task 2.7.4 Testing. Comprehensive integration testing.

Task 2.8 Data Conversion Analysis. Conduct a data gathering assessment to determine the quality of data currently available for data conversion and to identify what data needs to be gathered by the implementation Project Team users.

Task 2.9 Data Collection Review. Examine existing sources of data and determine which data need to be collected and a method of collection. Data collection will be the responsibility of FMD. eCIFM will assist with determining the best collection method and approach. eCIFM will assist the data entry process by providing, where possible, a quick means of data loading using eCIFM data conversion processes.

Task 2.10 Data Scrubbing. FMD is responsible for data scrubbing activities. eCIFM will assist programmatically where possible.

Task 2.11 Data Conversion. On approval of the effort identified in Task 2.8 (please note effort for data conversion will be estimated and added to the contract). eCIFM will convert the scrubbed user data from the existing systems. The users will verify the converted data.

Task 2.12 AutoCAD Drawing Attachment. eCIFM will work with FMD resources to attach all identified AutoCAD drawings. Drawings will have been previously polylined;

Task 2.13 Security. eCIFM will work with the FMD Team to define and set up all aspects of system and application security for each business unit or group in their area.

Task 2.14 Establish Hierarchical Structure Principals and Standards. The teams will define system-wide equipment/asset codes and establish standards. The teams will identify conventions for equipment/asset identification definitions based on the hierarchical structure utilized by TRIRIGA.

Task 2.15 Reporting. eCIFM will reconfigure two (2) TRIRIGA Crystal Reports to meet FMD requirements.

Task 2.16 Screen Configurations. Screen configurations will be constructed.

Task 2.17 Project Meetings. Both technical and implementation Project Team meetings will be held throughout the project.

Task 2.18 Production “Cut Over”. A cut over plan is drawn up to freeze existing system and start using the TRIRIGA application. End users will be trained just prior to the go-live date.

Task 2.19 Production “Go Live.” Plan and execute transition rollout of TRIRIGA. eCIFM support staff will provide support during deployment and post deployment for a period of 4 weeks.

### **Phase III – Supplemental Education/Training Support**

**Objectives:** To fully develop the abilities of FMD’s project team to utilize and support the TRIRIGA implementation.

**Deliverables: (typical)**

- Role Based Training Manuals and Training

#### **Phase III Activities**

Task 3.1 Develop Tailored Training Materials. eCIFM will develop the training materials for the end user training. The implementation Project Team will assist in the development of training scenarios that will be incorporated into the training lab exercises.

Task 3.2 Conduct Training Courses. eCIFM will conduct the end-user training classes.

Task 3.3 Post Training Support. eCIFM utilizes electronic meeting tools such as web conferencing to assist with offsite training and support.

### **Phase IV– Post Go-Live Implementation and Operational Support Services**

**Objectives:** To provide ongoing support to FMD users to ensure continuity for the application.

**Deliverables: (typical)**

- Post Go Live (limit 4 weeks)

#### **Phase IV Activities**

Task 4.1 Maintain communication. eCIFM will maintain open communications with FMD users to ensure all issues are resolved in a timely and prompt manner.

Task 4.2 Post Production Support. Post “go live” on-site and remote production support activities. Such activities include, troubleshooting, on-site end user coaching, and establishing a production support framework within FMD. Technical support will cut over to TRIRIGA support desk after 4 weeks.

### **3.5 TRAINING PLAN:**

eCIFM will provide on-site administrator and end user training. Training will follow the concept of “train the trainer” training. The training will be role based and focused on the individuals and their role in the process. The training documentation and the material will be focused on the processes and how the TRIRIGA application will be used at FMD.

#### **Training Materials**

The training documentation and all materials provided will be focused on the roles, processes and how the TRIRIGA application will be used at FMD. Documentation provided typically includes user reference guides, complete TRIRIGA module training manuals and system platform architecture manuals. These are all provided in electronic (.PDF) format for easy distribution and duplication.

TRIRIGA provides complete documentation for the proposed solutions, including end user manuals, installation guides, and system administration guides. Documentation is delivered in soft copy (CD) form PDF formats and can be reproduced as needed from the CD under customer non-disclosure policies. Documentation also is available for download to customers under active maintenance agreements via the TRIRIGA Elite program Web site. TRIRIGA also provides a host of other documentation, including overviews, frequently asked questions, compatibility matrices, product road maps, hardware/technical documents, user group forums, and more.

**On-Line Training**

eCIFM will utilize on-line web based training from its San Ramon, CA office as appropriate. TRIRIGA does not offer web based learning groups or on-line training to date.

**Administrator Configuration and Customization Training (4 days)**

As part of the knowledge transfer eCIFM will provide training to the system administrator on all the customizations and configurations that have been implemented specifically for FMD. This includes the Maximo Integration and the OnBase Integration. This will equip FMD staff to support the application internally. This training will be held at FMD Facilities.

1. Maximo Integration Training 16 Hours
2. On-Base Integration Training 16 Hours

**Train the Trainer Program**

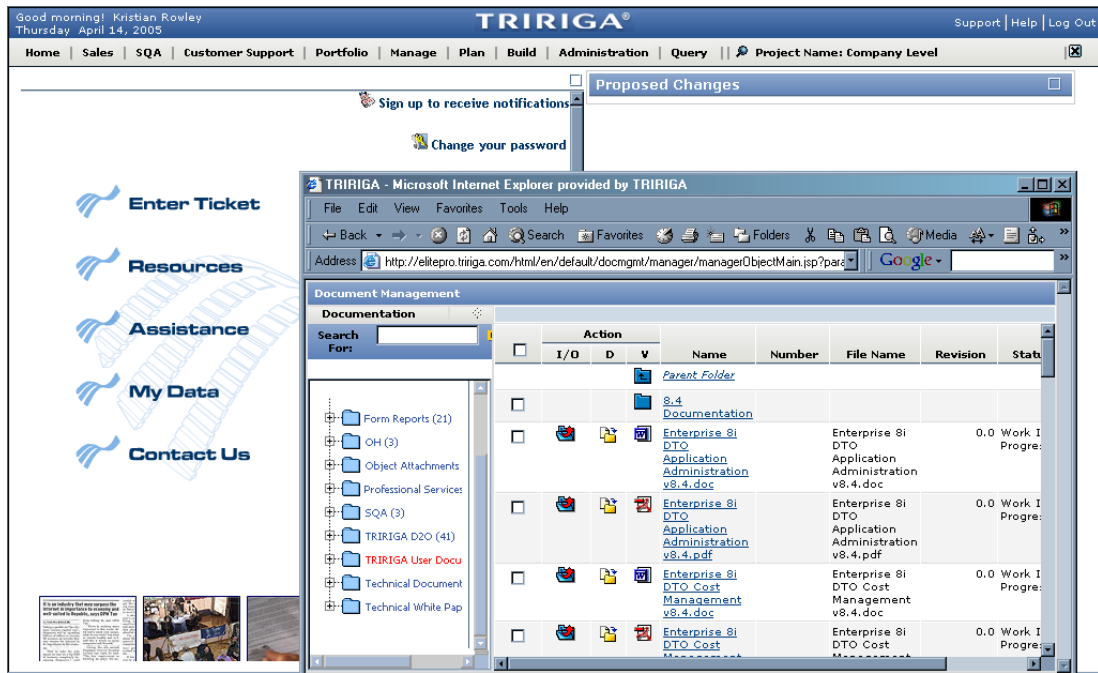
eCIFM provides Train the Trainer programs for its role based training. Our experience has found that this is a very effective model for providing hands – on training to an organization without the necessity of gathering large groups. All training will be held at FMD Facilities.

This also provides an on-site “expert” for FM. Training will be provided for the following:

1. Lease Management Training 40 hours
2. Move Management Training 16 hours
3. Strategic Space Planning 24 hours
4. Property Portfolio 32 hours
5. Space Management 40 hours
6. CAD Integrator 40 hours
7. Asset Management 40 hours
8. Employee Self Service (ESS) 32 hours

**3.6 SUPPORT AND MAINTENANCE:**

Technical Support is available by phone, by email request or through TRIRIGA’s traditional Support websites (<http://support.tririga.com> and <http://elite.tririga.com>). The primary Internet portal for customers is Elite Pro. Elite Pro was developed on TRIRIGA’s own Platform, rendering a host of unique features. As examples, TRIRIGA’s customers can enter tickets, get “Tech Tips,” initiate a Live Chat or Desktop Streaming session, download documentation and much more.



With Desktop Streaming, FMD can accept a file from TRIRIGA Support, allowing TRIRIGA Engineers to connect with the end user computer, see the monitor screen, and control the mouse. Users can also manage a “My Data” section, which allows one to track tickets, view the technical environment, and access project documents.

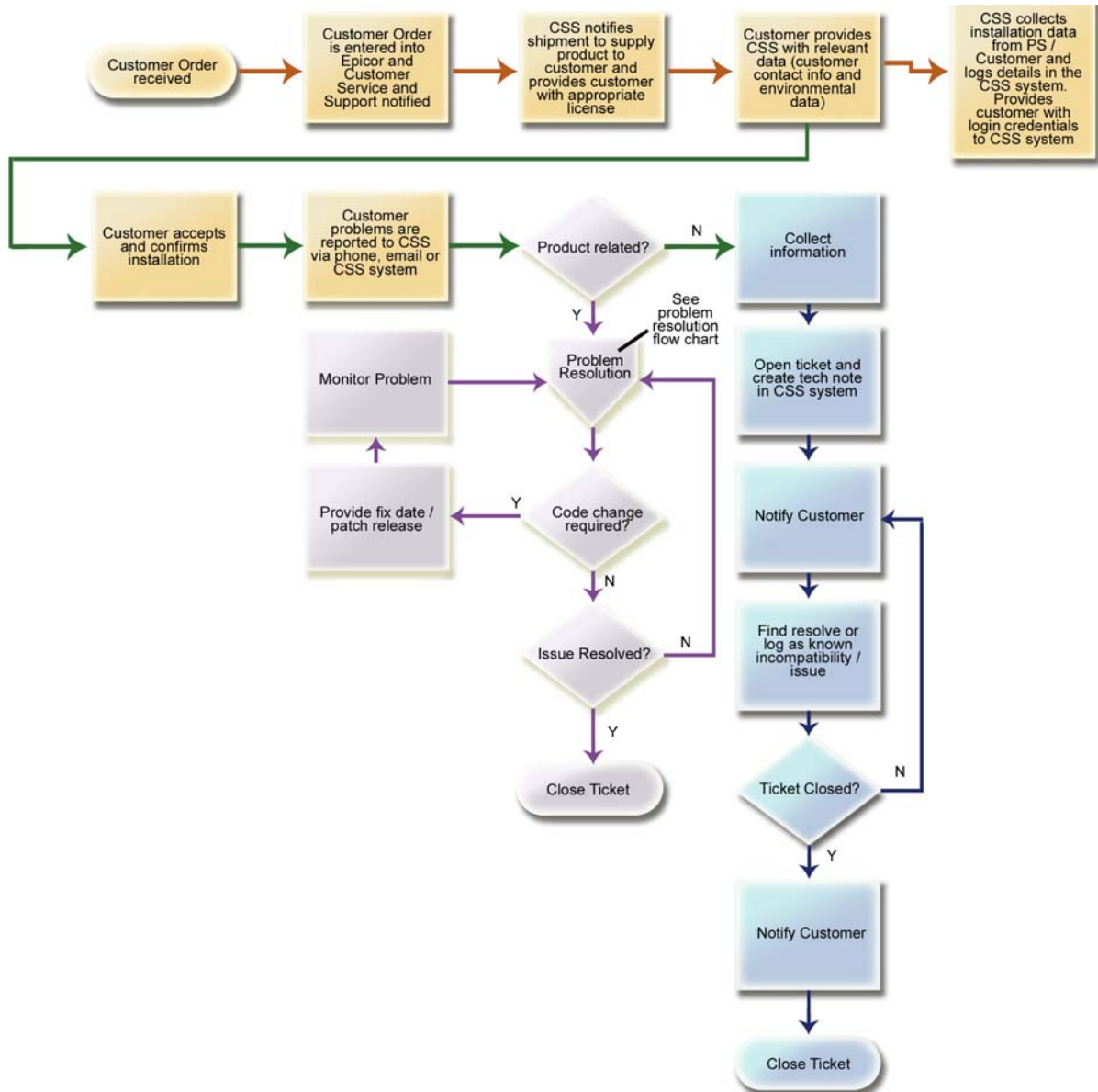
Technical Support during initial installation and through the implementation phase of the project is provided by eCIFM Solutions and TRIRIGA. Support is available 8:00 AM through 7:00 PM, Pacific Time - Monday through Friday from our San Ramon, CA office and through TRIRIGA’s Las Vegas office, 8:30 AM through 6:00 PM, Pacific Time - Monday through Friday. All calls are answered by live voice.

### User Support

TRIRIGA employs industry Best Practices for processing support tickets. Customer calls or e-mails are first captured by Technical Services Engineers using Elite Pro. Standard procedures for customer service and escalations are illustrated below:



## Customer Service Flow



TRIRIGA support personnel provide ticket numbers upon initial contact. Each ticket is reviewed by technical personnel and assigned to appropriate resources. This number follows the issue as it moves through the system to resolution. Response time and resolution time will vary given the complexity of the issue. A typical response time is not more than 2 hours to acknowledge the support issue and for a customer to receive a call back. Unresolved issues are tracked via electronic email trail as they are assigned to TRIRIGA personnel. The length of time and complexity of the issue will determine the level of involvement by senior management.

### Maintenance Agreement

eCIFM provides all maintenance during implementation. Following the implementation phase, and GoLive, TRIRIGA provides ongoing product support. FMD will be offered all support in the Bronze Product Maintenance as described below:

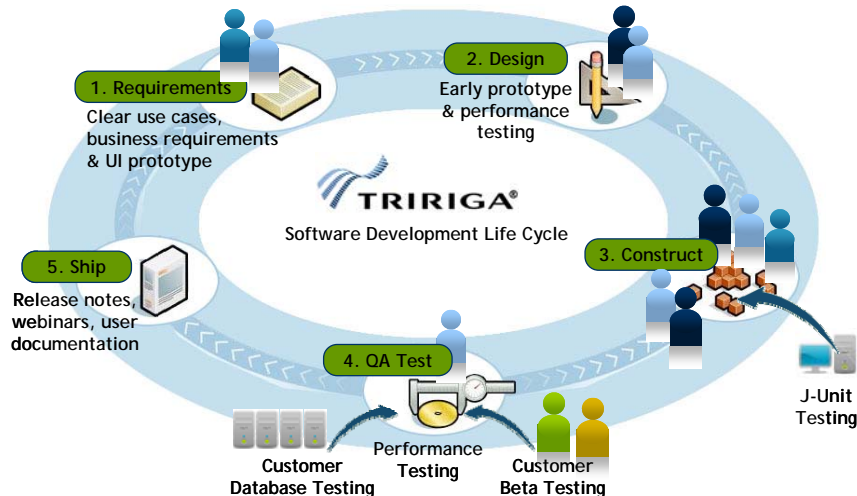
- Unlimited toll free phone support (Monday through Friday, 5:00 am to 5:30 pm)
- Unlimited email support
- One free Systems Administration Certification Course
- Web Access – Access to Elite.TRIRIGA.com and ElitePro.TRIRIGA.com, including the latest troubleshooting tips, downloads, product knowledge, ticket tracking and more!
- Free upgrades
- Unlimited access to Level 2 Technical Specialists
- 8-hour live customer support initial response time when reporting a new Critical or High priority issue during support hours

### Upgrades

TRIRIGA typically has 1 major and 3 to 4 maintenance releases per year. These maintenance releases include new 3<sup>rd</sup> party certifications as well as those required to address reported customer issues. Patches typically are on an 'as needed' basis, to meet a customer need for a new implementation. There is typically no cost for these types of upgrades.

Major product upgrades are not typically part of the software support contract. Minor patches and technical support of the existing platform are included in the software support contract.

**Quality Assurance Program:** TRIRIGA's management has developed and implemented strict quality standards to ensure reliable, stable, high quality technology and products which reduce the cost of ownership. All new development efforts follow the TRIRIGA Software Development Life Cycle process:



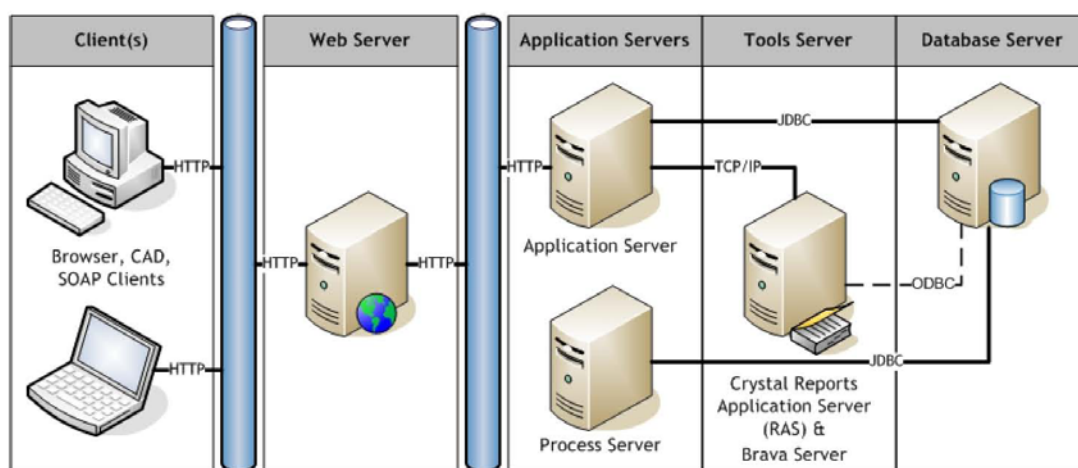
Each release is broken into phases: Business Requirements, Functional Design, and Release Testing. Each phase has entrance and exit criteria, and specific deliverables. There are four key reviews during the release cycle to monitor status, with the final review being a release readiness review (go/no go). No release will be made generally available unless TRIRIGA feels the software quality meets standards.

eCIFM provides ongoing support for its customers who continue to use earlier version of the TRIRIGA software. This policy provides customers the flexibility of maintaining their existing systems without incurring the expense of major product upgrades.

### 3.7 SYSTEM REQUIREMENTS:

TRIRIGA's solution is an internet-based, web-deployed, distributed, enterprise database supported solution. TRIRIGA's architecture is on an n-tier, web platform. TRIRIGA's solutions are 100 percent web-based and available to all authorized users via Internet Explorer. Unlike TRIRIGA's competitors, who "web enable" small portions or views to client/server applications with Cold-Fusion or Web Central, TRIRIGA's solutions are written in Java. TRIRIGA's solutions are J2EE compliant, which means ALL functionality (e.g., system administrator portals, reports, floor plans).

The following illustrates TRIRIGA's platform architecture:



**TRIRIGA's Platform Architecture**

The TRIRIGA application uses a secure connection between the application and the database. This information is not available to the end user. The end user is provided with a user name and password to the application only. This architecture is very secure and thus eliminates anyone accessing the database directly using third party tools. The Administrator can configure different levels of access to different users. Security includes Authentication, Licenses, Groups, Access Permissions, Organization and Geographic Area and Project. A person can only access information or perform an action if they belong to a user group that has permission to do so. This conforms to the "thin" client approach.

#### **Recommended Operating Systems:**

AIX 5.3	SOLARIS INTEL X86 10, 9
HP UX 11.0	WINDOWS SERVER 2003
LINUX KERNEL 2.2, 2.4, 2.6	WINDOWS VISTA
SOLARIS SPARC 10, 9	WINDOWS XP SP2 or 3

**Application Programming Language:** Java/J2EE

**Network Software/Design:** minimum network speed is Fast Ethernet (100 Mbps).

**Communications Software:** Application servers compatible with TRIRIGA:

JBOSS 4.2.1	Websphere Application Server 6.1
Weblogic 11,10	Websphere Network Deployment 6.1

**Report Writer:** Crystal Reports Server Embedded 2008, TRIRIGA Report Writer Module.

**Database:**

Oracle (Enterprise & Standard) 11g	SQL Server 2005 (32 &64 bit)
Oracle 10g (32 &64 bit)	SQL Server 2008 (32 &64 bit)

**Browser: Internet Explorer 6, 7, 8.**

**Technology Platforms**

The TRIRIGA Application Platform is a logical four-tier system: Web, Application, Process and Database. The separation of an application into logical tiers delineates the functions performed in each tier (e.g. web services).

1.     Web Server: - The tier with which each user's web browser communicates.
2.     Application Server: - This server is where the majority of the business logic is performed.
3.     Process Server: - A Process server is configured almost exactly like an Application Server; however, users do not log onto this server. It handles all Workflows that are queued from users or the TRIRIGA software.
4.     Database Server: - The Database server runs the Database process

**EXHIBIT C****TRIRIGA SOFTWARE TERMS AND CONDITIONS****1. SCOPE:**

This Agreement number SLA-US-REF11-524 contains the terms and conditions related to the licensing of software products and provision of related maintenance services provided by TRIRIGA, whether to Licensee, to a third party providing services to Licensee (hereinafter “Contractor”) or on behalf of the Contractor. The specific licenses governed by this Agreement will be set forth on one or more schedules (such schedules may be in the form of a “Schedule A”, an “Exhibit A”, a “Product Registration Form” or such other form provided by TRIRIGA, but for purposes of this Agreement all such schedules are hereinafter referred to as “**Schedule A(s)**”). The parties may also, from time to time, enter into other written documents signed by both parties which modify or supplement this Agreement (“**Addendum**” or “**Addenda**”). The terms of the fully executed Schedule A(s) will be incorporated into and will form part of this Agreement.

**2. DEFINITIONS:**

- a) “**Affiliate**” shall any legal entity that, by more than 50%, owns, is owned by, or is under common ownership with a party to this Agreement.
- b) “**Concurrent License**” or “**Concurrent User License**” shall mean a type of license under which the Licensee is limited to the number of users provided under the Concurrent License logged into or otherwise using the Product(s) at any one time. Each user who will access the Product(s) under a Concurrent License will have a unique user ID. There may be many users with unique user IDs for a Concurrent License, but only the total number of users licensed under the Concurrent License may be logged into or otherwise use the Product(s) at any one time.
- c) “**Derivative Work**” shall mean a work that is based upon or incorporates the Product(s), in whole or in part, such as a revision, modification, translation, abridgement, condensation, expansion, compilation, or any other form in which the Product(s) may be recast, communicated, transformed, included, or adapted.
- d) “**Documentation**” shall mean TRIRIGA’s published Product user guides and Product installation guides delivered to Licensee with the Product(s).
- e) “**Marks**” shall mean TRIRIGA’s federal trademark registrations, trademarks, trade dress, trade names, service marks, symbols, slogans, emblems, logos, designs, name, patent notices, copyright notices, other indicia of origin and other proprietary rights notices and markings.
- f) “**Named User License**” shall mean a type of license under which specific user(s) will access the Product(s). The number of named users will be limited to the number of users set forth in the Named User License.
- g) “**Product(s)**” shall mean all TRIRIGA-developed software programs and applications specifically identified in the applicable Schedule A (including updates thereto and New Releases provided to Licensee as Maintenance pursuant to Section 5 of this Agreement). The Product(s) include executable object code form only and specifically exclude source code. As a result, the license granted under this Agreement shall apply to the Product(s) in executable object code form only, unless otherwise expressly set forth in a Schedule A.

**3. GENERAL GRANT:**

- a) TRIRIGA hereby grants to Licensee a nonexclusive, nontransferable, license to use the Product(s) identified in the Schedule A(s) in executable object code form only, in the country designated in the Ship To Address section of the applicable Schedule A, subject to the terms and conditions set forth in this Agreement, the applicable Schedule A, and any applicable Addendum. Licensee agrees to use the

Product(s) for its internal business purposes only. Licensee agrees to abide by the user limitations set forth in the applicable Schedule A regardless of whether the Product(s) or any portion thereof (including without limitation the business rules, user interfaces and database schema inherent in the Product(s)) is accessed via a client, direct database, a LAN, a WAN, the Internet or any other application program, interface or medium.

- b) Licensee will be given one (1) copy of the Product(s) for one active, “production” installation. Licensee may not make any copies of the Product(s) except that Licensee, subject to any express limitations on the user limitations set forth in the applicable Schedule A, may make one (1) copy solely for archival, back-up, or disaster recovery purposes provided the back-up copy does not execute unless the backed-up Product cannot execute and one (1) copy for its testing and development environment. This license applies to each copy of the Program that Licensee makes. Notwithstanding such copies, Licensee acknowledges and agrees that Licensee will have only one active, “production” installation of the Product(s) at any one time.
- c) TRIRIGA shall provide one (1) copy of the Documentation for each Product at no additional charge (such copy will be provided by CD or electronic format, unless TRIRIGA’s Documentation practices change, in which event such copy will be provided consistent with TRIRIGA’s then-current practices). The Documentation may, subject to the provisions of this Agreement, be used and reproduced by Licensee solely for its internal use within Licensee’s organization in connection with its permitted use of the Product(s). Under no circumstances may Licensee distribute outside of Licensee’s organization a copy of any Documentation or a portion thereof without prior written authorization from TRIRIGA.
- d) Licensee shall ensure that anyone who uses the Product(s) (accessed either locally or remotely) 1) does so only on Licensee’s behalf and 2) complies with the terms of this Agreement.
- e) Licensee shall have no right to sublicense, resell, lease, rent or distribute the Products(s) or the Documentation, use the Product(s) to provide commercial hosting or other commercial information technology services to third parties, or, except as otherwise set forth in Section 14 herein, transfer such Product(s) or Documentation. Licensee shall have no right to, and agrees not to, reverse assemble, reverse compile, otherwise translate, or reverse engineer the Product(s) or the Documentation, except as expressly permitted by law without the possibility of contractual waiver or use any of the Product(s)’ components, files, modules, audio-visual content, or related licensed materials separately from that Product. Licensee shall not remove, suppress or modify in any way any Marks on or in the Product(s) or the Documentation or which are on any media supplied with the Product(s) or the Documentation. Licensee shall incorporate such Marks on any copies of the Product(s) made pursuant to Section 3(b) of this Agreement and on any copies of Documentation made pursuant to Section 3(c) of this Agreement.
- f) All rights not expressly granted in this Agreement are reserved by TRIRIGA.

**4. TITLE:**

**TRIRIGA or a TRIRIGA supplier own all of the intellectual property rights (including without limitation patents, trade secrets, trade marks, service marks, copy names, copyrights and other rights in works of authorship (including rights in computer software), moral and artists’ rights, design rights, trade or business names, domain names, know-how, and database rights whether any of the foregoing are registered or unregistered and all rights or forms of protection of a similar nature in any country) in and to its software, the Product(s) and the Documentation (collectively, the “Intellectual Property Rights”). The Product(s) are copyrighted and licensed, not sold.**

**5. SUPPORT AND MAINTENANCE:**

- a) TRIRIGA has established a support and maintenance program (“**Maintenance**”). If and for so long as Licensee is enrolled in and paying for Maintenance, TRIRIGA shall:

- Supply code corrections to Licensee to correct Product(s) malfunctions in order to bring the Product(s) into conformity with the then current published specifications as set out in the Documentation for the most current version of the Product(s) unless such malfunctions have been caused by Licensee's modifications of the Product(s) or unless Licensee's modifications prohibit or hamper such corrections;
  - Provide Licensee with telephone and Internet-based support to answer operational questions and to report irregularities within the Product(s). Days and times for such service will depend upon the level of Maintenance contracted for by Licensee as set forth in the applicable Schedule A or Addendum;
  - Supply, so long as commercially practical, updated Product(s) as required to operate under new releases of the operating systems supported by the Product(s); and
  - Supply all extensions, enhancements, and other changes that TRIRIGA deems to be logical improvements or extensions ("New Releases") incorporated into the Product(s) that TRIRIGA elects to generally furnish without additional charge to all licensees enrolled in Maintenance for the particular Product(s). Licensee shall receive one (1) copy of each New Release, at no additional license charge. TRIRIGA shall provide, via telephone, reasonable assistance to help Licensee install and operate each New Release.
- b) TRIRIGA shall have no support obligations under Maintenance with respect to (i) malfunctions caused by the use or operation of a Product(s) with any hardware, software, or media not authorized by this Agreement, the applicable Schedule A, or the Documentation; (ii) versions of the Product(s) other than the current major release of the Product(s) and the immediately preceding major release of the Product(s); (iii) malfunctions resulting from incorrect use of the Product(s); (iv) malfunctions caused by intentional misuse; (v) malfunctions attributable to the equipment and programs used in conjunction with the Product(s) or to any other reason external to the Product(s); or (vi) if any previous patches or error corrections of the Product(s) have not been implemented by Licensee.
- c) The charge for Maintenance shall be due and payable annually in advance and shall be subject to the requirements set forth in Section 6 herein. At the time of the initial purchase, the Maintenance charge shall be as set forth on the applicable Schedule A. Thereafter, and approximately sixty (60) days prior to the expiration of the then current annual maintenance period (or at such other times as TRIRIGA generally invoices maintenance for its customers), TRIRIGA shall invoice Licensee for the then current charge for the next year of Maintenance as set forth in the applicable Schedule A.
- d) Licensee may cancel its enrollment in Maintenance by giving notice of such cancellation at least thirty (30) days prior to the anniversary date of Maintenance. Licensee may not cancel Maintenance on only a portion of the full number of licenses owned by Licensee for any given product line. For perpetual licenses, termination of Maintenance will not terminate Licensee's rights to continue to use the Product(s) under the provisions of Section 3 herein.
- e) TRIRIGA reserves the right to discontinue Maintenance for a Product(s) if TRIRIGA generally discontinues such services to all licensees of the applicable Product(s), with twelve (12) months notice to Licensee.
- f) TRIRIGA's obligation to provide Maintenance is dependent on the continued existence of the license to use the Product(s) and, if the license is terminated for any reason, TRIRIGA's obligations to provide Maintenance will automatically terminate.

**6. PAYMENT AND TAXES:**

- a) Following the execution of this Agreement, the applicable Exhibit A and/or the applicable Addendum by both parties, Licensee shall pay to Contractor (or TRIRIGA, if applicable) the relevant license and Maintenance fees as designated in and in accordance with the terms of Exhibit A, Addendum or business partner invoice (as applicable).
- b) Contractor (or TRIRIGA, if applicable) may invoice for all sums payable under this Agreement as they become due. Amounts are due upon receipt of invoice and payable within 30 days or as specified

in any Exhibit A or Addendum. The Contractor shall have all rights and remedies available for payment default as set forth in Arizona Revised Statutes §35-342 and 11-622.

- c) The rights granted under this Agreement are conditioned upon payment of the applicable fees as set forth in Subsections (a) and (b) above. If Licensee is delinquent in paying any relevant Maintenance fees, TRIRIGA shall be entitled in its discretion to suspend the provision of any Maintenance under this Agreement until such time as payment is made. With the notice that Maintenance is being suspended, Contractor (if Licensee is making payment to Contractor) or TRIRIGA (if Licensee is making payments to TRIRIGA) may request payment within thirty (30) days. If payment is not made within the thirty (30) day notice period, TRIRIGA may terminate Maintenance in its discretion, as well as avail itself of its rights under Section 8 herein, and any other legal remedies. Contractor or TRIRIGA, as applicable, may also require Licensee to make all future payments, if any, in advance.
- d) If any authority imposes on the Product(s) or Maintenance a duty, tax, levy, or fee, excluding those based on TRIRIGA's net income, then Licensee agrees to pay that amount, as specified in an invoice, or supply exemption documentation. Licensee is responsible for any personal property taxes for a Product from the date that Licensee obtains it. If any authority imposes a customs duty, tax, levy, or fee for the import into or the export, transfer, access, or use of a Product outside the country in which the original Licensee was granted the license, then Licensee agrees that it is responsible for, and will pay, any amount imposed.
- e) For any Product(s) which are licensed on the basis of a site license, enterprise license, value-based license or any other license that is not a concurrent license or named user license, the value to Licensee increases as Licensee's organization grows. Accordingly, unless otherwise expressly set forth on the applicable Exhibit A, Contractor (or TRIRIGA, if applicable) may charge additional fees to Licensee for any such increased value.

**7. AUDITS:**

- a) Licensee agrees to create, retain, and provide to TRIRIGA and its auditors accurate written records, system tool outputs, and other system information sufficient to provide auditable verification that Licensee's use of all Product(s) is in compliance with this Agreement including, without limitation, all of TRIRIGA's applicable licensing and pricing qualification terms. Licensee is responsible for remaining in compliance with this Agreement.
- b) Upon reasonable notice, TRIRIGA may verify Licensee's compliance with this Agreement at all sites and for all environments in which Licensee uses (for any purpose) Products subject to this Agreement. Such verification will be conducted in a manner that minimizes disruption to Licensee's business, and may be conducted on Licensee's premises, during normal business hours. TRIRIGA may use an independent auditor to assist with such verification, provided TRIRIGA has a written confidentiality agreement in place with such auditor.
- c) TRIRIGA will notify Licensee in writing if any such verification indicates that Licensee has used any Product in excess of the usage limits under the applicable Schedule A or otherwise not in compliance with this Agreement. Licensee agrees to promptly pay directly to TRIRIGA the charges that TRIRIGA specifies in an invoice for 1) any such excess use, 2) Maintenance for such excess use for the lesser of the duration of such excess use or two years, and 3) any additional charges and other liabilities determined as a result of such verification.

**8. TERM AND TERMINATION:**

This Agreement shall continue in effect until terminated. Termination of any agreement between Licensee and Contractor will not terminate the licenses granted hereunder, except as provided in the master contract which remain in effect as per the term set forth in the applicable Schedule. Licensee's license may be terminated if Licensee fails to comply with the terms of this Agreement.



9. **LIMITED WARRANTY:**

- a) TRIRIGA warrants that, during the warranty period specified in the applicable Schedule A (the “**Warranty Period**”), the Product(s) as delivered to Licensee under this Agreement and used in the operating environment specified in the Schedule A will conform to the Documentation (the “**Warranty**”). In the event the Product(s) fails to perform as stated in this Warranty, and upon written notice to TRIRIGA within the Warranty Period, TRIRIGA shall either: (i) use commercially reasonable efforts to repair the Product(s), at TRIRIGA’s facilities, to comply with the Warranty; or (ii) replace the Product(s) to comply with the Warranty. If, in TRIRIGA’s sole discretion, TRIRIGA is unable to correct the defect within the Warranty period, or if in TRIRIGA’s opinion either option (i) or (ii) is not commercially practicable for TRIRIGA, TRIRIGA may terminate this Agreement, the license and/or applicable Schedule A by notice to Licensee and shall refund Licensee the applicable license fees and the “unused” prorated portion of the Maintenance fees. Notwithstanding whether any remedy fails of its essential purpose, the forgoing states Licensee’s sole and exclusive remedy and TRIRIGA’s entire liability under the Warranty in this Subsection.
- b) The warranty applies only to the unmodified portion of the Product. TRIRIGA does not warrant uninterrupted or error-free operation of the Product(s) and related Maintenance, or that TRIRIGA will correct all Product defects. Licensee is responsible for the results obtained from the use of the Product(s) and related Maintenance.
- c) Only the President or CEO of TRIRIGA may make modifications to the Warranty or make additional warranties binding on TRIRIGA, and such modification or additional warranties must be in writing and signed by the President or CEO. Accordingly, additional statements, such as but not limited those made in marketing presentations, sales presentations, or responses to RFPs or RFIs, oral or written, do not constitute warranties or contractual commitments by TRIRIGA and should not be relied upon as such.
- d) THESE WARRANTIES ARE LICENSEE’S EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO LICENSEE. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO LICENSEE.

THESE WARRANTIES GIVE LICENSEE SPECIFIC LEGAL RIGHTS. LICENSEE MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

THE WARRANTIES IN THIS SECTION 9 (LIMITED WARRANTY) ARE PROVIDED SOLELY BY TRIRIGA. THE DISCLAIMERS IN THIS SUBSECTION D, HOWEVER, ALSO APPLY TO TRIRIGA’S SUPPLIERS OF THIRD PARTY CODE. THOSE SUPPLIERS PROVIDE SUCH CODE WITHOUT WARRANTIES OR CONDITION OF ANY KIND. THIS PARAGRAPH DOES NOT NULLIFY TRIRIGA’S WARRANTY OBLIGATIONS UNDER THIS AGREEMENT.

10. **LIMITATION OF LIABILITY:**

- a) The limitations and exclusions in this Section 10 (Limitation of Liability) apply to the full extent they are not prohibited by applicable law without the possibility of contractual waiver.
- b) Circumstances may arise where, because of a default on TRIRIGA’s part or other liability, Licensee is entitled to recover damages from TRIRIGA. Regardless of the basis on which Licensee is entitled to

claim damages from TRIRIGA (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), TRIRIGA's entire liability for all claims in the aggregate arising from or related to each Product or Maintenance or otherwise arising under this Agreement will not exceed the amount of any 1) damages for bodily injury (including death) and damage to real property and tangible personal property and 2) other actual direct damages, up to the charges (if the Product is subject to a term license, up to twelve months' charges during the term) Licensee paid for the Product or Maintenance that is the subject of the claim. This limit also applies to any of TRIRIGA's, affiliates, Product developers, and suppliers. It is the maximum for which TRIRIGA and its affiliates, Product developers, and suppliers are collectively responsible.

- c) UNDER NO CIRCUMSTANCES IS TRIRIGA, ITS AFFILIATES, PRODUCT DEVELOPERS, OR SUPPLIERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; (2) SPECIAL, INCIDENTAL, EXEMPLARY, OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR (3) LOST PROFITS, BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.

**11. THIRD PARTY PRODUCTS AND SERVICES:**

All non-embedded third party software products supplied to Licensee under a Schedule A hereto are licensed to Licensee under the terms (including but not limited to the restrictions on use, warranty, and support) of the original manufacturer's license agreement which is supplied with such third party software and Licensee shall comply with such terms and conditions at all times. Notwithstanding any of the terms in the Agreement, or any other agreement Licensee may have with TRIRIGA, the terms of the original manufacturer's license agreement(s) governs Licensee's use of all non-embedded third party software products unless otherwise noted in this Agreement. Licensee acknowledges that Licensee has read and agrees to the original manufacturer's license agreement(s). If Licensee does not agree to the terms of the original manufacturer's license agreement(s), Licensee may not use the non-embedded third party software product(s). Notwithstanding any of the terms in the original manufacturer's license agreement(s), this Agreement, or any other agreement Licensee may have with TRIRIGA: (i) TRIRIGA makes no representation or warranty and accepts no obligation in relation to any non-embedded third party software agreed to be supplied by TRIRIGA to Licensee pursuant to this Agreement; (ii) TRIRIGA DISCLAIMS ANY AND ALL EXPRESS AND IMPLIED WARRANTIES AND CONDITIONS INCLUDING, BUT NOT LIMITED TO, THE WARRANTY OF TITLE, NON-INFRINGEMENT OR INTERFERENCE AND THE IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE NON-EMBEDDED THIRD PARTY SOFTWARE; (iii) TRIRIGA is not liable to Licensee, and will not defend, indemnify, or hold Licensee harmless for any claims arising from or related to the non-embedded third party software; and (iv.) TRIRIGA is not liable for any direct, indirect, incidental, special, exemplary, punitive or consequential damages including, but not limited to, lost data, lost savings, and lost profits, with respect to the non-embedded third party software.

**12. EXPORT RESTRICTIONS:**

Licensee agrees to comply with all applicable export and import laws and regulations, including U.S. embargo and sanctions regulations and prohibitions on export for certain end uses or to certain users. Licensee represents and warrants that Licensee is neither a Prohibited Person nor owned or controlled by a Prohibited Person. "Prohibited Persons" shall mean a person or entity appearing on the lists published on the Internet website of the U.S. Department of Commerce, Bureau of Industry and Security, under the section "Lists to Check (<http://www.bis.doc.gov/ComplianceAndEnforcement/ListsToCheck.htm>) as amended from time to time, that is prohibited from acquiring ownership or control of items under this Agreement, or with which Licensee is prohibited from doing business..

**13. DELAY AND FORCE MAJEURE:**

Neither party shall be liable for any delay or failure in performing any of its obligations under this Agreement (except in the case of non-payment by Licensee of any fees or charges pursuant to this Agreement), if such delay or failure is caused by circumstances outside the reasonable control of the party concerned (including without limitation any delay caused by any act or default of the other party).

**14. GENERAL:**

- a) Nothing in this Agreement affects any statutory rights of consumers that cannot be waived or limited by contract. Licensee's rights in and to use the Product(s) pursuant to this Agreement are personal to Licensee and may not be assigned, sub-licensed, leased, sold, offered for sale, charged a fee for usage by a third party, or otherwise transferred by Licensee without the prior written approval of TRIRIGA.
- b) Licensee may not assign this Agreement in whole or in part, without TRIRIGA's prior written consent. Any attempt to do so is void. TRIRIGA may assign its rights to payments under this Agreement without obtaining Licensee's consent. TRIRIGA may assign this Agreement to a parent or successor entity without Licensee's consent.
- c) For Products TRIRIGA provides to Licensee in tangible form, TRIRIGA fulfills its shipping and delivery obligations upon the delivery of such Programs to the TRIRIGA -designated carrier, unless otherwise agreed to in writing by Licensee and TRIRIGA. If Licensee downloads a Product electronically, acceptance of the Product shall be deemed to have occurred as of the date that Licensee is first provided with electronic access to the Product. Licensee shall be deemed to have completed any download that is commenced unless Licensee notifies TRIRIGA immediately that it was unable to complete the download.
- d) If any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement remain in full force and effect.
- e) No failure or delay on the part of either party in the exercise of any right, power or remedy under this Agreement shall operate as a waiver thereof, nor shall any single or partial exercise of any right, power or remedy preclude other or further exercise thereof, or the exercise of any other right, power or remedy.
- f) Licensee authorizes TRIRIGA, INC., an IBM Company and its parent company International Business Machines Corporation and its subsidiaries (and their successors and assigns, contractors and IBM Business Partners) to store and use Licensee's business contact information wherever they do business, in connection with the TRIRIGA products and services, or in furtherance of TRIRIGA's business relationship with Licensee.
- g) It is the intention of the parties that TRIRIGA shall be an independent contractor and not an employee, agent, joint venture, or partner of Licensee. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employer and employee between Licensee and either TRIRIGA or any employee or agent of TRIRIGA with respect to the services or licenses provided herein.
- h) Unless otherwise required by Arizona law without the possibility of contractual waiver or limitation: 1) neither party will bring a legal action, regardless of form, for any claim arising out of or related to this Agreement more than two years after the cause of action arose; and 2) upon the expiration of such time limit, any such claim and all respective rights related to the claim lapse.
- i) No right or cause of action for any third party is created by this Agreement, nor is TRIRIGA responsible for any third party claims against Licensee, except as permitted in Section 10 (Limitation of Liability) above for bodily injury (including death) or damage to real or tangible personal property for which TRIRIGA is legally liable to that third party.

- j) This Exhibit C and the attached Exhibit C-1 constitute the entire integrated agreement between TRIRIGA and County and supersede all prior agreements, representations and understandings between TRIRIGA and County, whether written or oral. This Agreement may not be modified or varied except in a writing signed by TRIRIGA and County, and TRIRIGA's failure to object to provisions contained in any purchase order or other communication shall not be construed as a waiver of this paragraph..

**Maricopa County (eCIFM)**

**License Commencing On:**  
9/15/2011

**Licensed Application Platform:**

(        ) WebLogic      (        ) WebSphere      (        ) JBoss

**Reseller Ship to Address:**

**Address** 3160 Crow Canyon Road, Suite 240

<b>Postal Code</b>	94583	<b>Country</b>	U.S.A.
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**Attn** Sanjiv Singh

**Phone** 925-830-1925

<b>Company Name</b>	Same
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**Address**

City	State/ Province
------	--------------------

**Postal Code** \_\_\_\_\_ **Country** \_\_\_\_\_

**Attn**

**Phone**

**Licensee Bill to Address:**

<b>Company Name</b>	Same
---------------------	------

**Address** 401 W. Jefferson

City	Phoenix	State/ Province	AZ
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<b>Postal Code</b>	85003	<b>Country</b>	U.S.A.
--------------------	-------	----------------	--------

<b>Attn</b>	Neil Urban
-------------	------------

**Phone** 602-506-5988

**Address**

City	State/ Province
------	--------------------

**Postal Code** \_\_\_\_\_ **Country** \_\_\_\_\_

Attn \_\_\_\_\_

**Phone**

Requisition Code or Purchase Order Number, Contact Name, and Email Address: [neil.urban@fm.maricopa.gov](mailto:neil.urban@fm.maricopa.gov)

**SECTION C**

**Number of Seats      Licensed Products**

New TRIRIGA 10 Product Licenses:

09 TRIRIGA Facilities  
 03 TRIRIGA Lease Management (Real Estate)  
 01 TRIRIGA Strategic Facilities Planning  
 05 TRIRIGA Portfolio  
 02 TRIRIGA CAD Integrator/Publisher  
 01 TRIRIGA Request Central – 25 user pack  
 01 TRIRIGA BusinessConnect  
 01 Crystal Reports for TRIRIGA – SMB License  
 (Product may be used so long as Licensee has 20 or fewer concurrent licenses for TRIRIGA products)

Annual Maintenance:

Annual Maintenance shall be calculated at the Bronze Plan.

Additional Terms:

The Crystal Reports SMB License maybe used so long as Licensee has 20 or fewer concurrent user licenses for TRIRIGA products. For purposes of this restriction, the following users are disregarded: (a) Facility Assessment users, who are treated as the same as the Operations users because Operations is a prerequisite to Facility Assessment and the users will be the same for each product; (b) SFP users, who are treated as the same as the Facilities users because the intention of the SFP product license is to match the SFP user count with the Facilities concurrent user count; and (c) Request Central users, who do not have access to the Crystal product. Accordingly, for purposes of the Crystal Reports for TRIRIGA – SMB license, Licensee is deemed to have 9 concurrent users.

All amounts stated on this Schedule exclude any sales tax, value added tax, duties, shipping or other third party fees and/or taxes (where applicable).

**Warranty Period**

For first-time licensed Products(s) listed on this Schedule A, TRIRIGA warrants that for ninety (90) days from the license commencement date of this Schedule A the Product(s) listed on this Schedule A will substantially conform to TRIRIGA's published Product user guides and Product installation guides delivered to Licensee with the Product(s). This warranty is not applicable to any products or licenses listed on this Schedule that are additional licenses of products previously licensed by Licensee. In addition, product or license usage upgrades, swaps or exchanges, other upgrades and/or migrations do not receive a renewed warranty term, so this warranty is not applicable to any such products or licenses.

**Acknowledged, Agreed to and Accepted by:**

**TRIRIGA INC. an IBM Company**

By:
Name:
Title:
Date:

**Maricopa County**

By:
Name:
Title:
Date:

**EXHIBIT D****TRIRIGA CUSTOMER MAINTENANCE AND SUPPORT PROGRAM**

In an effort to provide its customers with superior maintenance and support for TRIRIGA's products, TRIRIGA has established a Customer Maintenance and Support Program. We promise, where capacity is available and service is offered, to meet the customer maintenance program times shown in the table below.

<b>Maintenance Level</b>	<b>Unlimited* E-Mail and Toll Free Support (Technical Support Contacts)</b>	<b>Upgrades</b>	<b>Web Access to Elite &amp; ElitePro</b>	<b>Issue Severity**</b>	<b>New Ticket 1st Response ***</b>	<b>Existing Ticket Notification Updates****</b>	<b>Escalation Timing *****</b>
Bronze	2	Yes	Yes	Fatal	1 hr	Daily	10 days
				Critical	8 hr	Daily	10 days
				High	8 hr	Every other day	15 days
				Medium	24 hr	Weekly	
				Low	24 hr	Biweekly	
Gold	3	Yes	Yes	Fatal	1 hr	Daily	5 days
				Critical	5 hr	Daily	5 days
				High	5 hr	Every other day	7 days
				Medium	12 hr	Weekly	
				Low	12 hr	Biweekly	
Platinum	5	Yes	Yes	Fatal	1 hr	Twice daily	2 days
				Critical	3 hr	Twice daily	2 days
				High	3 hr	Daily	5 days
				Medium	8 hr	Weekly	
				Low	8 hr	Biweekly	

**Definitions:**

- Unlimited\* E-mail and Toll Free Support (Technical Support Contacts): TRIRIGA's Unlimited Support is designed to supplement your support staff's skills by providing telephone and/or electronic access to the designated number of certified personnel specified within your organization who maintain TRIRIGA System Administration certification or who maintain TRIRIGA Application Builder certification ("Technical Support Contacts") for TRIRIGA Products and TRIRIGA Application Platform. In addition, for every 100 non-Employee Self Service licenses on maintenance, you may add an additional Technical Support Contact.
- Issue Severity\*\* is defined as follows:
  - 0 – FATAL: In production, a total system outage or performance is so severely compromised that the system is unusable. All users are affected.
  - 1 – CRITICAL: In production, issues that cause a business process to halt, and issues regarding data loss or corruption. There is no workaround. Any non-production issues matching Fatal or Critical criteria or platform tool issues with no known workaround that are blocking an impending project milestone in the next 90 days. All authorized users are affected.
  - 2 – HIGH: Partial system outage, system is in fail-over condition, performance is severely limited for a majority of users and is seriously affecting business operations, and issues where a customer's business process is impaired but can proceed. There is no workaround. A majority of authorized users are affected.

- 3 - MEDIUM: System performance is impaired for some users but the system is still useable, preventative issues where the functionality is not immediately required but is intended for use in the future, issues where a workaround is available, development assistance requests, and any non-production issues matching Critical or High criteria.
- 4 - LOW: Cosmetic changes, enhancement requests, tuning recommendations, and any other customer request not covered by another priority.
- New Ticket 1<sup>st</sup> Response\*\*\*: This refers, not to the workflow notification, but rather a contact by a Technical Engineer either by e-mail or phone in business hours. The hours listed represent estimated maximum response times; however, TRIRIGA will make all reasonable efforts to respond as quickly as possible.
- Existing Ticket Notification Updates\*\*\*\*: Frequency of subsequent updates – either by e-mail or phone until the time a defect or resolution is identified. Recommendation is by e-mail.
- Escalation Timing\*\*\*\*\*: This refers to the period of time prior to a ticket being escalated to the next support level and management.
- TRIRIGA Customer Support evaluates each ticket carefully. We need clear, concise information describing the steps to reproduce the issue reported. When we can reproduce the issue in-house or can identify the specific cause of the issue, we work closely with the customer to correct the issue, or in the case of confirming an application or platform defect, submit the defect to Development where resources will be assigned to resolve.

### ***Product Maintenance***

TRIRIGA understands that support needs and requirements vary by organization. Our tiered levels of support allow customers to choose the plan that best matches their support requirements and budget restrictions.

#### **Bronze Product Maintenance**

- Unlimited toll free phone support (US Business days, Monday through Friday, 5:00 am to 5:30 pm Pacific time)
- Unlimited e-mail support
- Web Access – Access to elite.tririga.com and elitepro.tririga.com, including the latest tech tips, downloads, product knowledge, ticket tracking and more!
- Free access to TRIRIGA upgrade releases
- Two Technical Support Contacts with unlimited access to Technical Engineers
- 1-hour live customer support initial response time when reporting a new Fatal issue during support hours and Eight-hour live customer support initial response time when reporting a new Critical or High priority issue during support hours.

#### **Gold Product Maintenance**

- Customer is entitled to all of the Bronze services
- Upgrade to three Technical Support Contacts
- Discounts on training services at customer facilities
- Access to TRIRIGA's Product Model in accordance with TRIRIGA guidelines
- 1-hour live customer support initial response time when reporting a new Fatal issue during support hours and Five-hour live customer support initial response time when reporting a new Critical or High priority issue during support hours.

#### **Platinum Product Maintenance**

- Customer is entitled to all of the Gold services



- Upgrade to five Technical Support Contacts
- A designated Technical Engineer with knowledge of your unique requirements and service history.
- One site visit per year. One of our Professional Services team members will visit for a one day system audit and product tuning (subject to terms below).
- 1-hour live customer support initial response time when reporting a new Fatal issue during support hours and Three-hour live customer support initial response time when reporting a new Critical or High priority issue during support hours.

### ***Customer Escalation Procedures***

#### **Purpose:**

The purpose of this document is to outline the escalation procedures for Customers to follow when you have a critical support issue which they feel is needs special attention or is not receiving adequate attention. The Customer Support organization is the appropriate group to contact for all Customer support issues, including escalations.

Customer Support is responsible for and has access to, all corporate resources available to resolve your support issue. Our mission is to provide high quality resolutions to your support issues in the most expeditious manner possible. If for any reason, you feel that your issue is not being given the appropriate attention or priority, the following escalation procedures are for you.

#### **How to Escalate a Support Issue**

**Escalating an Existing Support Ticket:** If an existing Open Ticket needs to be escalated, contact the Technical Engineer who is assigned the ticket and request the ticket be escalated. If you do not feel comfortable with this, you can contact the Customer Support Manager by calling 888-TRIRIGA or +1 (702) 932-4444 and requesting the Customer Support Manager. TRIRIGA Support will review the ticket and get back to you to discuss the action plan to resolve it. In this way TRIRIGA ensures that your support issue receives the priority and attention required.

**Escalating a New Support Ticket:** If a new support issue requires escalation because it will impact an upcoming critical date, log a Ticket and immediately request the ticket be escalated. When you escalate a support ticket, TRIRIGA Support reviews the ticket and gets back to you to discuss the action plan to resolve it.

Once escalated, we will agree on regular times for conference calls and/or status updates as appropriate. Depending on the issue, escalation may be assignment of your ticket to a Level 2 or Lead Technical Engineer. If the issue is due to a "defect", we will work with the appropriate resources, including Level 2 Technical Engineers, Lead Technical Engineers, and our development team, to develop an acceptable workaround or solution. If a "Hot Patch" is required, it will be prioritized and processed based on the severity of the problem, the impact on your business, and whether a workaround is available. Please see the TRIRIGA Support Guide for more details.

### ***Hours of Availability***

#### **Business Hours**

During US business days, Monday through Friday, live Customer Support is staffed from 5:00 AM– 5:30 PM Pacific Time, through calling 866-TRIRIGA (866-874-7442), emailing [support@tririga.com](mailto:support@tririga.com), or logging a ticket at <http://ElitePro.tririga.com>.

In the event of a Fatal or Critical Issue impeding production at a customer site, 24 hour support is available by following our Off Hours support process.

#### **Off Hours**

Members of TRIRIGA's Customer Support team are available by telephone during non-business hours.

**Fatal or Critical Issues:**

- In North America, call 800-892-6553
- Outside North America, call 225-765-4889.
- The critical issue will be addressed by the Customers Support team member on call.

**All Other Issues:**

- Call 866-TRIRIGA (866-874-7442) and leave a voice message, email [support@tririga.com](mailto:support@tririga.com), or log a ticket at <http://ElitePro.tririga.com>. The first person in during Business Hours checks these systems and takes appropriate action.

**TERMS AND CONDITIONS**

- **General:** TRIRIGA's maintenance and support program and offerings are subject to change by TRIRIGA at any time, consistent with TRIRIGA's standard maintenance and support practices.
- **On-Site Expenses:** Customer is responsible for all of the reasonable travel, living and other expenses incurred by TRIRIGA in performing any services hereunder, and will be billed separately for those expenses.
- **Certification Classes:** Within 120 days after commencement of maintenance, Customer's Technical Support Contacts will attend TRIRIGA systems administration certification training and testing. To gain support for TRIRIGA application building tools, Customer's Technical Support Contacts will need to be certified on the TRIRIGA Application Platform. Continuing education to maintain certification status will also be required.
- **TRIRIGA Products:** TRIRIGA supports its as-shipped Product functionality and the TRIRIGA Application Platform. TRIRIGA does not support tools that are not developed by TRIRIGA, even if the particular tool is listed on TRIRIGA's Compatibility Matrix. For instance, TRIRIGA does not support the installation of a third-party database, which would be supported by the database provider. If a Customer is utilizing tools not on the Compatibility Matrix, TRIRIGA will provide standard support for all TRIRIGA Products, but may be limited because these tools may not be available to TRIRIGA's Customer Support staff. If a problem is encountered while the product is utilizing tools not on the Compatibility Matrix, the client may be required to recreate the problem on a compatible TRIRIGA environment, at which time TRIRIGA will provide regular support.

## EXHIBIT E

### MATERIALS MANAGEMENT CONTRACTOR TRAVEL AND PER DIEM POLICY

- 1.0 All contract-related travel plans and arrangements shall be prior-approved by the County Contract Administrator.
- 2.0 Lodging, per diem and incidental expenses incurred in performance of Maricopa County/Special District (County) contracts shall be reimbursed based on current U.S. General Services Administration (GSA) domestic per diem rates for Phoenix, Arizona. Contractors must access the following internet site to determine rates (no exceptions): [www.gsa.gov](http://www.gsa.gov)
  - 2.1 Additional incidental expenses (i.e., telephone, fax, internet and copying charges) shall not be reimbursed. They should be included in the contractor's hourly rate as an overhead charge.
  - 2.2 The County will not (under no circumstances) reimburse for Contractor guest lodging, per diem or incidentals.
- 3.0 Commercial air travel shall be reimbursed as follows:
  - 3.1 Coach airfare will be reimbursed by the County. Business class airfare may be allowed only when preapproved in writing by the County Contract Administrator as a result of the business need of the County when there is no lower fare available.
  - 3.2 The lowest direct flight airfare rate from the Contractors assigned duty post (pre-defined at the time of contract signing) will be reimbursed. Under no circumstances will the County reimburse for airfares related to transportation to or from an alternate site.
  - 3.3 The County will not (under no circumstances) reimburse for Contractor guest commercial air travel.
- 4.0 Rental vehicles may only be used if such use would result in an overall reduction in the total cost of the trip, not for the personal convenience of the traveler. Multiple vehicles for the same set of travelers for the same travel period will not be permitted without prior written approval by the County Contract Administrator.
  - 4.1 Purchase of comprehensive and collision liability insurance shall be at the expense of the contractor. The County will not reimburse contractor if the contractor chooses to purchase these coverage.
  - 4.2 Rental vehicles are restricted to sub-compact, compact or mid-size sedans unless a larger vehicle is necessary for cost efficiency due to the number of travelers. (NOTE: contractors shall obtain pre-approval in writing from the County Contract Administrator prior to rental of a larger vehicle.)
  - 4.3 County will reimburse for parking expenses if free, public parking is not available within a reasonable distance of the place of County business. All opportunities must be exhausted prior to securing parking that incurs costs for the County. Opportunities to be reviewed are the DASH; shuttles, etc. that can transport the contractor to and from County buildings with minimal costs.
  - 4.4 County will reimburse for the lowest rate, long-term uncovered (e.g. covered or enclosed parking will not be reimbursed) airport parking only if it is less expensive than shuttle service to and from the airport.
  - 4.5 The County will not (under no circumstances) reimburse the Contractor for guest vehicle rental(s) or other any transportation costs.
- 5.0 Contractor is responsible for all costs not directly related to the travel except those that have been pre-approved by the County Contract Administrator. These costs include (but not limited to) the following: in-room movies, valet service, valet parking, laundry service, costs associated with storing luggage at a hotel, fuel costs associated with non-County activities, tips that exceed the per diem allowance, health club fees,

and entertainment costs. Claims for unauthorized travel expenses will not be honored and are not reimbursable.

- 6.0 Travel and per diem expenses shall be capped at 15% of project price unless otherwise specified in individual contracts.

**EXHIBIT F**  
**Business Requirements Response**

Note that lines 70, 121, 124, 125, 157, 158 will require a pricing estimate in the pricing breakdown.

RFP # 10138-RFP



**eCIFM Solutions, Inc.**

**BUSINESS REQUIREMENTS**

Line #			Resp.	Cap.	Comp.	Comment
1	1	Autodesk Integration Requirements			<input checked="" type="checkbox"/>	
2		1.1 Bi-directional interface between AutoCAD 2005 or higher and the system database	y	1	<input checked="" type="checkbox"/>	TRIRIGA supports AutoCAD 2010 and above
3		1.2 Does not use a proprietary drawing system to display graphic information	y	1	<input checked="" type="checkbox"/>	
4		1.3 Native AutoCAD drawings can be viewed over the web in read-only format	y	1	<input checked="" type="checkbox"/>	
5		1.4 New AutoCAD layers can be created and viewed	y	1	<input checked="" type="checkbox"/>	
6		1.5 Incorporates space standards and is able to compare occupancy against those standards	y	1	<input checked="" type="checkbox"/>	
7		1.6 Can incorporate scanned				AutoCAD drawings for

reference purposes

y

1



TRIRIGA Document  
Management functionality  
can store scanned  
drawings in the system

Line #			Resp.	Cap.	Comp.	Comment
8	1.7	Graphically displays spaces by occupancy status, i.e., vacant, occupied, over capacity, under capacity, etc.	y	1	<input checked="" type="checkbox"/>	
9	1.8	Graphically displays spaces that are shared by one or more organizational entities and includes a user determined percentage of the space in space reports	y	1	<input checked="" type="checkbox"/>	
10	1.9	Displays space query results in color-coded or hatched formats	y	1	<input checked="" type="checkbox"/>	
11	1.1	Can create, name and save graphical queries for future use	y	1	<input checked="" type="checkbox"/>	
12	1.1	Can run automatic graphical queries across several or all floor plans	y	1	<input checked="" type="checkbox"/>	
13	1.1	Calculates exact square footage from accurate scaled AutoCAD drawings and changes the square footage calculation instantly if the drawing is altered	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
14	1.1	Can produce a report of spaces that are on the drawings but missing from the database	y	1	<input checked="" type="checkbox"/>	
15	1.1	Can store AutoCAD drawings depicting occupancy from prior time periods	y	1	<input checked="" type="checkbox"/>	Once the drawings are highlighted with the prior occupancy they can be stored in the document manager
16	1.1	Links space boundaries (polylines) on drawings to space records in the database	y	1	<input checked="" type="checkbox"/>	
17	1.1	Recommended polylining process accounts for all space in the square footage calculations	y	1	<input checked="" type="checkbox"/>	
18	1.1	Displays the location of people and assets on drawings based on locations recorded in the database	y	1	<input checked="" type="checkbox"/>	
19	1.1	Can integrate furniture vendor layout drawings into the system as a separate AutoCAD layer	y	1	<input checked="" type="checkbox"/>	



Line #			Resp.	Cap.	Comp.	Comment
20		1.1 Produces automatic legends on floor plans for color-coded department occupancy	y	1	<input checked="" type="checkbox"/>	
21		1.2 Drawings act as graphic reports, displaying text from the database on the drawing	y	1	<input checked="" type="checkbox"/>	Standard Functionality
22		1.2 Ability to select and view AutoCAD drawings from within the system	y	1	<input checked="" type="checkbox"/>	Standard Functionality
23		1.2 Ability to view CAD and GIS information together.	y	1	<input checked="" type="checkbox"/>	Yes CAD and GIS information can be viewed in the TRIRIGA application
24		1.2 Can zoom and print scaled drawings to show asset or equipment locations within rooms up to Architectural E size	y	1	<input checked="" type="checkbox"/>	The viewer native to the TRIRIGA application enables the user to zoom in and out of the drawings. The drawings can also be printed from the viewer
25		1.2 Bi-directional integration with Autodesk Revit (version 2011)			<input checked="" type="checkbox"/>	
26	2 Strategic Master Planning				<input checked="" type="checkbox"/>	
27		2.1 Supports Master plan for each facility including budgeting information.	y	1	<input checked="" type="checkbox"/>	The Program Manager enables you to track all the funds and the budget manager enables you to track the budget by building

Line #			Resp.	Cap.	Comp.	Comment
28	2.2	Supports the creation of future year space forecasts based on headcount projections, percentage growth or total area	y	1	<input checked="" type="checkbox"/>	Space forecasting is done based on the headcount projection
29	2.3	Capable of performing "what if" scenarios to facilitate the process of running multiple space forecasts and selecting the right one	y	1	<input checked="" type="checkbox"/>	Strategic space planning enables you to create multiple scenarios.
30	2.4	Scenarios are saved and do not automatically update current space occupancy data	y	1	<input checked="" type="checkbox"/>	Yes the scenarios can be saved
31	2.5	Can generate space projections based on baseline workspace demand and forecasts and can adjust the projections based on feedback from business leaders to generate new summaries	y	1	<input checked="" type="checkbox"/>	Forecasting utilizes input provided by business leaders on future growth
32	2.6	Can store and analyze space utilization data for each facility and each department	y	1	<input checked="" type="checkbox"/>	
33	2.7	Can produce re-stacking plans	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
34		2.8 Can produce interactive stacking diagrams whereby user can drag and drop departments and graphically view immediate and future impact of strategic plans	y	1	<input checked="" type="checkbox"/>	
35		2.9 Can produce re-stacking plans for multiple buildings at once	y	1	<input checked="" type="checkbox"/>	
36	3	Space Planning/Management			<input checked="" type="checkbox"/>	
37		3.1 Ability to attach photos to a plan	y	1	<input checked="" type="checkbox"/>	Yes the document managers enables you to attach photos
38		3.2 Includes ability to record discrepancies on a plan for later correction	y	1	<input checked="" type="checkbox"/>	Using the TRIRIGA Brava viewer, over 200 file formats are supported. The drawings can be remarked and stored for future reference
39		3.3 Ability to graphically represent space utilization	y	1	<input checked="" type="checkbox"/>	
40		3.4 Ability to report on data globally	y	1	<input checked="" type="checkbox"/>	
41		3.5 This space intentionally left blank			<input checked="" type="checkbox"/>	
42		3.6 Tracks space and occupancy for multiple sites and buildings	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
43	3.7	Produces predefined space utilization reports on demand	y	1	<input checked="" type="checkbox"/>	Multiple space utilization reports are available in the system.
44	3.8	This space intentionally left blank			<input checked="" type="checkbox"/>	
45	3.9	Can track space and the space occupant to different organizational entities	y	1	<input checked="" type="checkbox"/>	Yes space occupants are tracked to space the organization in the space belong to.
46	3.1	Tracks conference room characteristics such as AV equipment, room set-up and capacity	y	1	<input checked="" type="checkbox"/>	TRIRIGA;s Reserve module tracks all the information
47	3.1	Tracks the assignment of spaces to divisions, departments and employees	y	1	<input checked="" type="checkbox"/>	
48	3.1	Ability to classify all spaces by user defined codes for categories of occupancy and assignment	y	1	<input checked="" type="checkbox"/>	
49	3.1	Calculates space charge backs to definable occupant groups	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
50	3.1	Supports the ability to assign different rent rates for different types of space (for example: labs, data centers, offices, warehouse)	y	1	<input checked="" type="checkbox"/>	Custom reports enables you to track different rent rates
51	3.1	Ability to store and analyze space utilization data for each facility	y	1	<input checked="" type="checkbox"/>	
52	3.1	Ability to monitor user-defined space standards by employee type or job function	y	1	<input checked="" type="checkbox"/>	
53	3.1	System can compare actual space standards to space allocations	y	1	<input checked="" type="checkbox"/>	Using the report writer the end user can track space stanards and the space allocations
54	3.1	Both graphical display and text reporting of vacant, underutilized or over utilized spaces	y	1	<input checked="" type="checkbox"/>	The TRIRIGA graphical editor csn create graphic report and report writer can create text reports
55	3.1	Supports user defined space uses and space types	y	1	<input checked="" type="checkbox"/>	
56	3.2	Tracks organizational hierarchy by matrix of department and division roll-up	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
57	3.2	Bi-directional link to AutoCAD for area calculations, space labeling and graphic displays of database queries	y	1	<input checked="" type="checkbox"/>	
58	3.2	Allows for a distinction between occupancy and ownership of spaces	y	1	<input checked="" type="checkbox"/>	
59	3.2	Supports prorating of building common and primary circulation space	y	1	<input checked="" type="checkbox"/>	
60	3.2	Tools to allow a user to implement the appropriate measures to ensure there is consistent documentation and good tracking for handling of space requests	y	1	<input checked="" type="checkbox"/>	
61	3.2	Tools to allow a user to develop recommendations for the appropriate utilization of space, based on data collected	y	1	<input checked="" type="checkbox"/>	
62	3.2	Ability to provide "net usage" square footage value by division or department	y	1	<input checked="" type="checkbox"/>	

Line #				Resp.	Cap.	Comp.	Comment
63		3.2	Has multiple, flexible, detailed data fields for properties and buildings	y	1	<input checked="" type="checkbox"/>	Unlimited fields can be added
64		3.2	Has the ability to add additional fields as required.	y	1	<input checked="" type="checkbox"/>	Unlimited fields can be added as required
65		3.2	Provides space use management capabilities	y	1	<input checked="" type="checkbox"/>	Standard functionality of TRIRIGA facilities module
66		3.3	Provides the ability to associate personnel with assigned building parking spaces	y	1	<input checked="" type="checkbox"/>	
67	4	Facility and Asset Management				<input checked="" type="checkbox"/>	
68		4.1	Must provide for a single, comprehensive source of facility and asset information	y	1	<input checked="" type="checkbox"/>	TRIRIGA tracks both facilities and asset information
69		4.2	Ability to create and track assets	y	1	<input checked="" type="checkbox"/>	Standard functionality
70		4.3	Ability to perform building information modeling that includes but is not limited to floors, sections, square footage, equipment and furniture, etc.	y	2	<input checked="" type="checkbox"/>	Standard functionality fo AutoDesk Revit

Line #			Resp.	Cap.	Comp.	Comment
71	4.4	Ability to manage buildings by square footages, sections, floors and tenants.	y	1	<input checked="" type="checkbox"/>	
72	4.5	Ability to search data by building number, or building name as well as additional data elements that include but are not limited to mailing address, physical address, utility address, and parcel number.	y	1	<input checked="" type="checkbox"/>	
73	4.6	Tracks assets to organizational entities and to individual employees	y	1	<input checked="" type="checkbox"/>	
74	4.7	Tracks the location of assets or equipment, both in the database and on an AutoCAD drawing	y	1	<input checked="" type="checkbox"/>	
75	4.8	Ability to create an asset catalogue that includes digital photographs, maintenance procedures and other text documents	y	1	<input checked="" type="checkbox"/>	Digital photographs and text documents are tracked as part of the Document Manager and the maintenance procedures in the procedure manager
76	4.9	Performs asset counts automatically	y	1	<input checked="" type="checkbox"/>	Reports in TRIRIGA create an Asset count



Line #			Resp.	Cap.	Comp.	Comment
77		4.1 Tracks employee ownership of equipment such as laptops, pagers and cell phones, used both off-site and on-site	y	1	<input checked="" type="checkbox"/>	
78		4.1 Tracks asset costs and depreciation	y	1	<input checked="" type="checkbox"/>	Standard functionality
79		4.1 Ability to track assets throughout the purchase, use and retirement\decommission process	y	1	<input checked="" type="checkbox"/>	Standard functionality of the Asset Management module
80		4.1 Capable of interacting with Windows based handheld barcode readers	y	1	<input checked="" type="checkbox"/>	TRIRIGA Mobile by SYCLO
81	5	Move Management			<input checked="" type="checkbox"/>	
82		5.1 Move Requests can be saved to the database without updating the current employee record	y	1	<input checked="" type="checkbox"/>	Part of the Move Projects, The database is updated only on completion of the Move
83		5.2 Can handle large planned moves, as well as simple one at a time moves	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
84	5.3	Ability to construct and compare multiple move schemes, to find and reserve space for pending moves, and to estimate move costs	y	1	<input checked="" type="checkbox"/>	Standard functionality
85	5.4	Ability to set up multiple pending move design schemes and to electronically compare them based on varying user-defined criteria	y	1	<input checked="" type="checkbox"/>	Custom reports can be created to compare design schemes
86	5.5	Can generate and track move work orders	y	1	<input checked="" type="checkbox"/>	TRIRIGA Operations Module
87	5.6	System can track multiple moves on a single move work order	y	1	<input checked="" type="checkbox"/>	Multiple moves are tracked to a single Move project
88	5.7	Can create and modify move commitment dates and schedule required resources	y	1	<input checked="" type="checkbox"/>	Standard functionality
89	5.8	Move work orders can be sent to various departments with their specific responsibilities itemized on the work order	y	1	<input checked="" type="checkbox"/>	Standard functionality

Line #			Resp.	Cap.	Comp.	Comment
90	5.9	Supports web-enabled move work orders that provide all required information for move planning	y	1	<input checked="" type="checkbox"/>	Standard functionality - the application is 100% web based
91	5.1	Move work orders have built-in intelligence about the person being moved and supports customer-entered data through pull-down lists or other point and click formats where possible	y	1	<input checked="" type="checkbox"/>	Standard functionality - Move application
92	5.1	Move work orders incorporate automatic routing to the appropriate Move Coordinator based on the location of the requestor	y	1	<input checked="" type="checkbox"/>	Standard functionality
93	5.1	Move work orders can incorporate a requirement for Supervisor approval prior to the Request being routed to Planning	y	1	<input checked="" type="checkbox"/>	Standard functionality
94	5.1	Supports entry of contents of work spaces that are to be moved with the employee	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
95	5.1	Can store and report on move history, move costs and move trends over user-defined time periods	y	1	<input checked="" type="checkbox"/>	Standard functionality
96	5.1	Can generate move schedules and tasks	y	1	<input checked="" type="checkbox"/>	Standard functionality
97	5.1	Tracks all associated move costs	y	1	<input checked="" type="checkbox"/>	Standard functionality
98	5.1	Tracks the standard costs of various types of moves	y	1	<input checked="" type="checkbox"/>	Custom reports may have to be created
99	5.1	Shows move details on AutoCAD floor plans	y	1	<input checked="" type="checkbox"/>	Standard functionality - A custom query in the CAD application will track move details on a AutoCAD drawing.
100	5.1	All involved support departments can be notified about pending move plans	y	1	<input checked="" type="checkbox"/>	TRIRIGA notificaitons manager can send multiple email notifications
101	5.2	Move work order process can include punchlist items to be completed before close-out	y	1	<input checked="" type="checkbox"/>	
102	5.2	Ability to identify future department locations on floor plans	y	1	<input checked="" type="checkbox"/>	Standard functionality

Line #				Resp.	Cap.	Comp.	Comment
103		5.2	Can display future occupants' names on floor plans	y	1	<input checked="" type="checkbox"/>	Standard functionality
104	6	Real Estate\Property and Lease Management				<input checked="" type="checkbox"/>	
105		6.1	Provides for differentiation between leased and owned properties.	y	1	<input checked="" type="checkbox"/>	Standard functionality
106		6.2	Ability to perform lease management and building management functions including strategic planning, lease analysis and lease administration functions.	y	1	<input checked="" type="checkbox"/>	Standard functionality - TRIRIGA Real estate module
107		6.3	Ability to manage lease expiration and renewal in the system.	y	1	<input checked="" type="checkbox"/>	Standard functionality of the TRIRIGA Real Estate module
108		6.4	Ability to perform robust and strategic portfolio planning capabilities to include "what if" analysis, scenario building and sophisticated investment and cash flow analysis.	y	1	<input checked="" type="checkbox"/>	Standard functionality of the TRIRIGA Strategic Space Planning Module

Line #			Resp.	Cap.	Comp.	Comment
109	6.5	Ability to store, retrieve and print documents including, but not limited to leases, policy documents, building rules	y	1	<input checked="" type="checkbox"/>	
110	6.6	Ability to provide customers with detail on billed charges for services; i.e. lease changes, maintenance charges, space use charges, etc.	y	1	<input checked="" type="checkbox"/>	
111	6.7	Ability for Finance to conduct research and analysis on rental and leasing history on properties in the system.	y	1	<input checked="" type="checkbox"/>	May require building a custom report in TRIRIGA
112	6.8	Manages building leases as well as maintenance and management contracts for leased buildings, including contacts and contact information	y	1	<input checked="" type="checkbox"/>	
113	6.9	Generates electronic tickler reminders for upcoming lease expirations	y	1	<input checked="" type="checkbox"/>	
114	6.1	Can track leases through the approval process	y	1	<input checked="" type="checkbox"/>	

Line #				Resp.	Cap.	Comp.	Comment
115		6.1	Can track real property through the appraisal & purchase process	y	1	<input checked="" type="checkbox"/>	Custom report may have to written based on the specific requirements
116		6.1	Leases can include non-building elements which are leased - e.g. parking spaces	y	1	<input checked="" type="checkbox"/>	The TRIRIGA Contracts module tracks all kinds of contracts
117		6.1	Ability to analyze lease costs and run rent stream reports	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Real Estate module
118		6.1	Can track rental and operating costs per SF by space types	y	1	<input checked="" type="checkbox"/>	
119		6.1	Ability to attach photographs of the property to the property record	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Document Manager
120	7	Work Order Management				<input checked="" type="checkbox"/>	
121		7.1	Must be integrated with Maximo Work Order Management with Maximo serving as the primary work order application, but allowing project work orders to be created in the IWMS and uploaded to Maximo	y	3	<input checked="" type="checkbox"/>	Custom Interface will tie the TRIRIGA Project module with Maximo Work Orders
122		7.2	Provides aibility to inquire into work order files (ie confirm status)	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Operations module

Line #				Resp.	Cap.	Comp.	Comment
123		7.3	Includes ability to track historical costs as they are accrued	y	1	<input checked="" type="checkbox"/>	Standard Functionality - historical costs are tracked at the Asset level to calculate cradle to grave costs accrued
124		7.4	Ability to provide self service or self-help for customers to check work order status that includes work orders generated from both the IWMS and Maximo.	y	3	<input checked="" type="checkbox"/>	Interface bwtween the two applications, IWMS and Maximo to check work order status
125		7.5	Must have a bidirectional link to Maximo for Work Order management and asset\location management	y	3	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Business Connect
126	8	Project Management				<input checked="" type="checkbox"/>	
127		8.1	Ability to track employee time spent on a specific project work orders	y	1	<input checked="" type="checkbox"/>	
128		8.2	Includes ability to track historical costs as they are accrued	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Asset Module
129		8.3	Must have a Project planning and tracking module that does not require customization	y	1	<input checked="" type="checkbox"/>	



Line #			Resp.	Cap.	Comp.	Comment
130	8.4	Provides for county staff and other county employees to request projects and changes to facilities	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Projects and ESS modules
131	8.5	Includes workflow approval process from requesting department to Facilities Management	y	1	<input checked="" type="checkbox"/>	
132	8.6	Includes approval, assignment of who is responsible (person, CFD division), setting of priority, funding	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Projects Module
133	8.7	Includes historical tracking of projects for executive analysis and decision making (ie how much churn)	y	1	<input checked="" type="checkbox"/>	
134	8.8	Includes ability to track project requests in multiple ways (ie by department, by facility)	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Report Manager
135	8.9	Includes ability to report on project status globally	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Report Manager
136	8.1	Includes ability to track estimated vs actual costs vs 'what-if's' as they are accrued	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Report Manager

Line #			Resp.	Cap.	Comp.	Comment
137	8.1	Provides ability to associate project options to a project and track 'what if' scenarios	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Project Module
138	8.1	Includes ability to record Bid Tabulations for bid projects	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Project module
139	8.1	Includes ability to track bids across projects	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Project module
140	8.1	Includes ability to keep a project 'conversation' log	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Notes and Documents
141	8.1	Provides the ability to track milestone dates and set notifications	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Project module - Schedules
142	8.1	Includes Project contact info	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Project module
143	8.1	Ability to build work and cost estimates in the system.	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Project module
144	8.1	Includes the ability to do project estimating for the entire project lifeline. From the project start, high-level, thorough construction and close-out	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Project module
145	8.1	Provides Bidirectional link to MS Project	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Project module

Line #		Resp. Cap. Comp.			Comment
146	9	Condition Assessment			<input checked="" type="checkbox"/>
147		9.1 Ability to assist with long term capital planning based on the install date and expected performance life of a piece of equipment to be able to accurately predict the timing of its replacement.	y	1	<input checked="" type="checkbox"/> Standard Functionality - TRIRIGA Report Manager
148		9.2 Ability to analyze component's repair cost so that managers can see rising repair costs signaling the end of performance life for purposes of budgeting and the avoidance of sudden equipment failure.	y	1	<input checked="" type="checkbox"/> Standard Functionality - TRIRIGA Report Manager
149		9.3 Ability to perform, track and analyze building condition assessments.	y	1	<input checked="" type="checkbox"/> Standard Functionality - TRIRIGA Assesment Module
150		9.4 Tracks attributes for rooms such as wall finishes, floor finishes, lighting conditions, etc.	y	1	<input checked="" type="checkbox"/> Standard Functionality - TRIRIGA Room object
151	10	Energy Consumption and Conservation			<input checked="" type="checkbox"/>

Line #			Resp.	Cap.	Comp.	Comment
152	10.	Ability to plan and track energy consumption/usage and cost by meter.	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA TREES Module
153	10.	Includes the ability to track energy savings over time.	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA TREES module
154	10.	Includes the ability to track energy billing from Utility Manager (electric, natural gas, water/sewer, chilled water, steam)	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA ENERGY STAR connector
155	10.	Ability to track regulatory and compliance information.	y	1	<input checked="" type="checkbox"/>	
156	10.	Ability to track and analyze utility services information, meter information and locations; and consumption for the purposes of conservation, reduction and financial management.	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA TREES module
157	10.	Ability to store, retrieve and print utility bills associated with a building in the system.	y	2	<input checked="" type="checkbox"/>	TRIRIGA stores utility data associated to track consumption, however if a utility billing system is required a 3rd party product will be used

Line #			Resp.	Cap.	Comp.	Comment
158		10. Ability to integrate submeter information from WinPM.net for viewing energy consumption	y	2	<input checked="" type="checkbox"/>	A custom interface to a 3rd party product will have to be written
159	11	Emergency Preparedness			<input checked="" type="checkbox"/>	
160		11. Provides support for Facility emergency preparedness information containing a narrative, who to call and procedure for each type of emergency.	y	1	<input checked="" type="checkbox"/>	TRIRIGA stores the emergency phone numbers by facility and employee
161		11. Includes emergency evacuation maps	y	1	<input checked="" type="checkbox"/>	Emergency evacuation maps are stored in the Notes and Document section of the facility
162		11. Ability to attach photos to a plan	y	1	<input checked="" type="checkbox"/>	Standard Functionality - Notes and documents
163		11. Ability to provide back-up site information, employee location and critical infrastructure in the event of a local or regional business interruption.	y	1	<input checked="" type="checkbox"/>	All the information is stored in a database which can be stored and backed up offsite
164	12	Workflow			<input checked="" type="checkbox"/>	
165		12. Must handle notifications, ticklers, events, triggers, reminders	y	1	<input checked="" type="checkbox"/>	Standard Functionality - Notifications and Acitons

Line #			Resp.	Cap.	Comp.	Comment
166	12.	Includes automated and manual task management	y	1	<input checked="" type="checkbox"/>	Standard Functionality - part of TRIRIGA Operations functionality
167	12.	Must allow for the tracking and monitoring of work orders, project planning tasks, etc. by statuses and/or flags:	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Operations Module
168	12.	Includes statuses and/or flags that must be viewable, editable, and maintainable by the user	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Operations Module
169	12.	Must provide the ability to inquire into work order, planning, project files (i.e. confirm status)	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Operations Module
170	12.	Must have intuitive and easy to use help information	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA HELP is available using the help function
171	12.	Must support flexible business flows and processes in the creation, update, assignment and escalation of workflows, alerts and notifications	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Workflows
172	12.	Includes fully integrated text alerts and notifications	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Notifications

Line #			Resp.	Cap.	Comp.	Comment
173		12. Includes fully integrated email alerts and notifications	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Notifications. All notificaitons can be emailed automatically
174		12. Provide support for critical or escalated authorization management scenarios	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Roles. You can set automatic and manual approvers with escalation
175	13 Reporting and Inquiries (in addition to standard reports)				<input checked="" type="checkbox"/>	
176		13. Must provide for the electronic distribution of reports	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports
177		13. Must have robust reporting capabilities.	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Report Manager and TRIRIGA Crystal server
178		13. Includes graphical results display when appropriate	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Report Manager
179		13. Includes abiity to do 'what if' scenarios for project planning	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Projects
180		13. Must have the ability to create analysis reports	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports and TRIRIGA Crystal Server
181		13. Must have the ability to manage reporting via web-accessible interface	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports and TRIRIGA Crystal Server. All reports created are web enabled

Line #			Resp.	Cap.	Comp.	Comment
182	13.	Must support (ad-hoc) reporting	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports and Queries
183	13.	Includes consistent look and feel (ALL REPORTING)	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports Manager
184	13.	Includes printing and export to another format such as MS-Excel, PDF, etc. (ALL REPORTING)	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports. All data can be exported out to MS-excel and pdf.
185	13.	Must provide a method to automatically submit reports to run on a user-defined schedule.	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports Manager
186	13.	Must provide for statistical reporting based on date ranges, facility status, asset counts, etc.	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports and TRIRIGA Crystal Server. Data ranges etc are setup as runtime filters
187	13.	Must provide secure and remote access to report information	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Security Manager
188	13.	Must have the ability to send reports to external resources through electronic/automated mediums; example, email, eFax, etc.	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports can be emailed



Line #			Resp.	Cap.	Comp.	Comment
189	13.	Ability to collate, sort, include control breaks out of the box, flexibility	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports and TRIRIGA Crystal Server
190	13.	Must have a configurable dashboard based on roles and permissions with alerts, notifications, key performance indicators, measures, flags and reports	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Portals and Portal Sections. Numerous portals are delivered with the application
191	13.	Must provide a robust library of standard reports that includes the following:			<input checked="" type="checkbox"/>	
192	13.	Square Footage by Building	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports
193	13.	Departmental Occupancy	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Facilities and Reports
194	13.	Graphical floor plan queries	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Facilities and Reports
195	13.	Vacancy Reporting	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Facilities and Visual Queries
196	13.	Building Characteristics Summary	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Facilities and Reports
197	13.	Total Cost of Operation	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Facilities and Reports

Line #			Resp.	Cap.	Comp.	Comment
198	13.	Cost of Leased v. Owned	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Real Estate and Reports
199	13.	Strategic real estate planning scenarios	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Real Estate (transaction management) and Reports
200	13.	Floor Surfaces by Square Footage	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Facilities and Reports
201	13.	Asset Inventory, Locations and Ownership – Needs to integrate with Maximo	y	1	<input checked="" type="checkbox"/>	Assets, Locations and Ownership is tracked in TRIRIGA. This information is shared with Maximo utilizing the TRIRIGA Business Connect application
202	13.	Asset Purchases, Asset Retirements	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Asset Management
203	13.	Lease Expiration Tickler	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Real Estate Management
204	13.	Operations Contracts Expiration Ticklers	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Real Estate Management
205	13.	Good standard reports for space and asset reporting	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Facilities and Reports
206	13.	Graphic as well as text queries for data about buildings, floors and rooms	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Facilities, Reports and Visual Queries
207	13.	Ability to easily create new standard reports	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports

Line #			Resp.	Cap.	Comp.	Comment
208		13. Report and query access via the web	y	1	<input checked="" type="checkbox"/>	Standard Functionality - TRIRIGA Reports and Crystal Server. All reports are 100% web based
209	14 Other Requirements				<input checked="" type="checkbox"/>	
210		14. Must have the ability for multiple users to view information but prevent simultaneous editing of a single record.	y	1	<input checked="" type="checkbox"/>	

**EXHIBIT F**

**ADDITIONAL CLARIFICATION  
BUSINESS REQUIREMENTS  
RESPONSE**

<b>Line #</b>	<b>Item</b>	<b>Resp./ Cap.</b>	<b>Comment (4/22/2011)</b>	<b>Clarification</b>
<b>13</b>	1.1 Calculates exact square footage from accurate scaled AutoCAD drawings and changes the square footage calculation instantly if the drawing is altered	<b>Y/1</b>		Changes to the square footage calculations on linked AutoCAD drawings are updated through an upload process. This change occurs when the drawing is published utilizing the TRIRIGA CAD Integrator.
<b>23</b>	1.2 Ability to view CAD and GIS information together	<b>Y/1</b>	Yes, CAD and GIS information can be viewed in the TRIRIGA application.	Additional GIS (Arc Info) software is required to achieve the desired GIS functionality. However this software module has not been included in the initial TRIRIGA application configuration for this contract.
<b>25</b>	1.2 Bi-directional integration with Autodesk Revit (Version 2011)			TRIRIGA CAD Integrator provides a seamless bi directional integration with linked AutoCAD drawings. The Revit drawings can produce the 2 dimensional AutoCAD drawings and connected to the TRIRIGA application.
<b>70</b>	4.3 Ability to perform building information modeling that includes but is not limited to floors, section, square footage, equipment and furniture, etc.	<b>Y/2</b>	Standard functionality for AutoDesk Revit	Currently this functionality is currently available by programming custom interface code utilizing the COBie standard. The scope of building this interface is not included in the current scope of work. AutoCAD drawings can be extracted from the BIM model and connected to the software application utilizing the capabilities available within the TRIRIGA application.

# EXHIBIT G

## Technical Requirements Response

Note that lines 53, 78, 81, 82, 97, 105, 107, 110, 111, 114, 116, 120, 193, 201, 205, 206, 207, 208, 212, 216, 225, 229 will require a pricing estimate in the pricing breakdown.

RFP # 10138-RFP



eCIFM Solutions, Inc.

### TECHNICAL REQUIREMENTS

Line #				Resp.	Cap.	Comp.	Comment
1	1	Architecture				<input checked="" type="checkbox"/>	
2		1.1 Vendor must provide the architecture landscape of the application, network, etc:				<input checked="" type="checkbox"/>	
3		1.1 Is the system two or three tier, [Note: 3-Tier preferable: Presentation layer (web), Control layer (processing layer on servers) and Data layer (DBMS) all separate but tightly integrated out-of-the-box]	y		1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
4	1.1	Is the system fat client or web based [Note: a web-based architecture and interface are High priority for maximum flexibility of access from any device (desktop, laptop, tablet/pad, phone) and different types of users: Office workers (administrators, Business Analysts, etc.) and Mobile workers (PMs, field representatives, move coordinators) and Task workers (customer service)]	y	1	<input checked="" type="checkbox"/>	The system is a 100% web base application
5	1.1	Is the system thin client capable (Citrix, VM ware) [Note: ability of the user session to run on a server in a datacenter while the users access from a thin or zero client]	y	1	<input checked="" type="checkbox"/>	This fuctionality can be supported, however is not required since the application is a 100% web based application
6	1.1	Does the system provide security architecture (authentication and authorization)	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
7	1.2	Does the recommended system architecture requirements allow for scalability of the system for a growing end user base? Describe.	y	1	<input checked="" type="checkbox"/>	<p>TRIRIGA's platform technology ensures on-line and asynchronous process performance through a scalable n-tier architecture.</p> <p>The technology scales horizontally to provide scalable application performance with added web servers, application servers and the separation of synchronous on-line transaction processes from asynchronous processes.</p>
8	1.3	Does your proposed solution run on dedicated servers?	n		<input checked="" type="checkbox"/>	The software does not require dedicated servers.
9	1.4	Ability for the IWMS to be hosted internally running on County standard servers, operating systems, and database platforms.	y	1	<input checked="" type="checkbox"/>	
10	1.5	Does your proposed solution run in Windows operating systems that are supported for specific hardware components? What is your preferred operating environment?	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
11	1.6	Vendor must provide the minimum and recommended server specifications – type, memory size, number of processors, ‘Public Network’ connectivity, etc. Please provide specifications.	y	1	<input checked="" type="checkbox"/>	Network: Fast Ethernet (100 Mbps), switched. 2GHz CPU 1GB RAM 1024X768 minimum 1280x800 recommended resolution.
12	1.7	Vendor must provide the minimum and recommended workstations (desktops, laptops, netbook, tablets, handheld, mobile devices, etc) specifications. Please provide.	y	1	<input checked="" type="checkbox"/>	Network: Fast Ethernet (100 Mbps), switched. 2GHz CPU 1GB RAM 1024X768 minimum 1280x800 recommended resolution.  TRIRIGA supports desktops, laptops, netbook, tablets, handheld, and mobile devices.
13	1.8	Does your proposed solution support several network topologies (Ethernet, QMOE, WAM, WiFi, FDDI, ATM, etc.) and protocol (IP, etc) as needed? Describe	y	1	<input checked="" type="checkbox"/>	As long as new network technologies provide access to the tririga authentication or SSO process, users will be able to use the TRIRIGA platform.



Line #			Resp.	Cap.	Comp.	Comment
14	1.9	Does your proposed solution support local vs remote networking environment to support multiple devices in multiple locations? [Note: QMOE and Ethernet as well as WiFi and WAM are High priority for us] Describe.	y	1	<input checked="" type="checkbox"/>	As long as the networks point to the TRIRIGA system, then the end users will be able to access the platform.
15	1.1	Does your proposed solution require any special or proprietary hardware (printer, desktops, scanners, etc.) requirements? Please identify.	n		<input checked="" type="checkbox"/>	
16	1.1	Does your proposed solution support a multi-user web based environment? Describe the web technologies the vendor uses. The County's preference is XML (Extensible Markup Language) based, SOA (Service Oriented Architecture), WOA (Web Oriented Architecture) and Web 2.0.	y	1	<input checked="" type="checkbox"/>	TRIRIGA is a multi user web based platform that can run off of JBoss5.1, WebLogic Server 11, WebSphere Application Server 7.0.11, WeSphere Network Deployment 7.0.11.

Line #			Resp.	Cap.	Comp.	Comment
17	1.1	Does your proposed solution perform parameterized searches (based on configurable criteria) either through a built-in search engine or through seamlessly installing and integrating with commercial search engine plug-in modules such as Google? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA provides a sitemap, and reports with configurable filters.
18	1.1	Does your proposed solution safely scale-up and extend functionality of the system to accommodate increasing numbers of authenticated users (user accounts), growth in the amount of data, and enablement of additional future functionality? Please explain. Additionally, explain the impact on licensing costs.	y	1	<input checked="" type="checkbox"/>	The system scales up with no impact on performance. Additional licenses can be purchased and added to the system at any time. The licensing is based on concurrent licenses. The additional licensing is based on the unit price provided in the RFP.

Line #			Resp.	Cap.	Comp.	Comment
19	1.1	Does your proposed solution initiate or perform capacity planning and sizing guidelines as the business environment changes? Please provide. process description and methodology.	y	1	<input checked="" type="checkbox"/>	TRIRIGA uses the Strategic Planning Module to provide capacity planning.
20	1.1	Can your proposed solution be used on mobile devices (i.e. blackberry, iPhones, Ipads, etc)? County FM staff currently use Motorola Symbol M9060 and M9090 Please describe.	y	1	<input checked="" type="checkbox"/>	The system works with numerous mobile devices i.e. blackberry and Motorola Symbol Windows CE devices. A separate mobile computing licnese has to be purchase along with the core TRIRIGA application.
21	1.1	Does your proposed solution align with the Maricopa County IT standards and policies;			<input checked="" type="checkbox"/>	
22	1.1	Supported Server Hardware			<input checked="" type="checkbox"/>	
23	1.1	HP is the supported hardware vendor	y	1	<input checked="" type="checkbox"/>	TRIRIGA software is not specific to any hardware vendor
24	1.1	VMware vSphere 4.0 for server virtualization	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
25		1.1 Citrix for server and desktop virtualization (standard under current evaluation but likely to be approved)	y	1	<input checked="" type="checkbox"/>	
26		1.1 Email			<input checked="" type="checkbox"/>	
27		1.1 Exchange 2007	y	1	<input checked="" type="checkbox"/>	
28		1.1 Instant Messaging / Collaboration			<input checked="" type="checkbox"/>	
29		1.1 Office Communication Server 2007 R2	y	1	<input checked="" type="checkbox"/>	
30		1.1 Database Engine			<input checked="" type="checkbox"/>	
31		1.1 SQL Server 2005 or later	y	1	<input checked="" type="checkbox"/>	See compatability matrix
32		1.1 FTP			<input checked="" type="checkbox"/>	
33		1.1 GlobalScape	n		<input checked="" type="checkbox"/>	
34		1.1 Web Server			<input checked="" type="checkbox"/>	
35		1.1 IIS-7	y	1	<input checked="" type="checkbox"/>	
36		1.1 Web Browser			<input checked="" type="checkbox"/>	
37		1.1 IE7 or greater	y	1	<input checked="" type="checkbox"/>	

Line #				Resp.	Cap.	Comp.	Comment
38		1.1 Active Directory				<input checked="" type="checkbox"/>	
39		1.1 Support of a multi-domain forest		y	1	<input checked="" type="checkbox"/>	
40		1.1 AntiVirus				<input checked="" type="checkbox"/>	
41		1.1 Trend OfficeScan/Server Protect		y	1	<input checked="" type="checkbox"/>	
42		1.1 Backup Agent				<input checked="" type="checkbox"/>	
43		1.1 OET only supports CommVault as its backup vendor		y	1	<input checked="" type="checkbox"/>	As long as the version of CommVault supports the SQL implementation used for TRIRIGA, the datadump will backup.
44	2	Software				<input checked="" type="checkbox"/>	
45		2.1 Vendor must describe the language and development environment of the application (Microsoft .NET, J2EE, etc.)? Please specify.		y	1	<input checked="" type="checkbox"/>	JAVA J2EE

Line #			Resp.	Cap.	Comp.	Comment
46		2.2 Vendor must indicate where the application's business rules and/or application logic reside (application layer, rules engine, database, etc.)? Please describe. [Note: Important to know to determine the skills of business analysts that will be creating, updating and configuring business rules... is it a high level interface or do they require DB skills?]	y	1	<input checked="" type="checkbox"/>	The business rules and logic reside in the TRIRIGA built in rules engine known as the Workflow Builder.
47		2.3 Vendor must list all third party tools, drivers, and software (including their versions) that must be licensed to use your application. Can this software be licensed separately (i.e. directly from the software vendor)? Please specify.	y	1	<input checked="" type="checkbox"/>	Please refer to the support matrix.
48	3	DBMS			<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
49	3.1	Vendor must describe the DBMS and Operating Systems you support. What is your preferred platform? Please specify.	y	1	<input checked="" type="checkbox"/>	TRIRIGA supports any operationing system that is compatible with Oracle(Enterprise & Standard) 11.2.0.1.0 or SQL Server 2008 SP1 10.0.2531.0(32& 64 bit) or SQL Server 2005 9.00.4035.00(32& 64 bit.)
50	3.2	Does your proposed solution provide specific guidelines to tune the application at a database level to ensure that the application will perform effectively and efficiently? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA reccomends using the guidelines specified by the DBMS on which it's implemented out.
51	3.3	Does your proposed solution allow for database security to include encryption capability for defined data fields within database objects such as tables or views? Please describe.	n		<input checked="" type="checkbox"/>	
52	3.4	Does your proposed solution prevent unauthorized database access? Please describe.	n		<input checked="" type="checkbox"/>	TRIRIGA is only as secure as the security policies implemented on the server it resides on.

Line #			Resp.	Cap.	Comp.	Comment
53	3.5	Does your proposed solution support interoperability with multiple database management systems (SQL, Oracle)? Please describe. [Note: Important if we need to natively interact and integrate with in-house apps that run on different DBMS Vendor... i.e., is MAXIMO running in SQL Server or Oracle?]	y	3	<input checked="" type="checkbox"/>	TRIRIGA allows for the use of custom code from a partner such as eCIFM to interact with existing and legacy client systems.
54	3.6	Does your proposed solution prevent unauthorized access to schema objects? Please describe.	n		<input checked="" type="checkbox"/>	TRIRIGA is only as secure as the security policies implemented on the server it resides on.
55	3.7	Does your proposed solution audit user actions and database transactions through security/application logs? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA maintains a log of all transactions.



Line #			Resp.	Cap.	Comp.	Comment
56	3.8	Does your proposed solution provide for a single, comprehensive data source of facility and asset information? Please describe.	y	1	<input checked="" type="checkbox"/>	The out of the box functionality in TRIRIGA allows views of single and comprehensive facility and asset data.
57	3.9	Does your proposed solution have an open relational database format (not proprietary DB) such as Microsoft SQL? Please describe. [Note: better if it SQL Server]	y	1	<input checked="" type="checkbox"/>	TRIRIGA can be implemented on top of SQL Server 2005 or 2008.
58	3.1	Vendor must provide documentation and schematic/visual data model of the data base (including data dictionary useable for reporting). Please provide.	y	1	<input checked="" type="checkbox"/>	TRIRIGA provides a tool known as the Data Modeler which provides a schematic of the data. This tool is within the application itself.
59	3.1	Does your proposed solution provide guidelines about the preferred backup schedule/plan/type for the database/s? (This should include transactions logs etc.). Please provide.	n		<input checked="" type="checkbox"/>	eCIFM recommends following the guidelines provided by the DBMS on which TRIRIGA is implemented on.  Please refer to the Performance Framework document.

Line #				Resp.	Cap.	Comp.	Comment
60		3.1	Vendor must provide best-practice guidelines about the preferred amount of disk space that should be made available for normal operations? Please provide.	y	1	<input checked="" type="checkbox"/>	Minimum harddisk space: 75GB.  See Compatibility Matrix.
61	4		System Performance			<input checked="" type="checkbox"/>	
62		4.1	Does your proposed solution indicate how the application and database environments are monitored to maintain our requirements for performance and response time? Please specify.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has a built in tool in the Administration Console that measures performance and response.
63		4.2	Does your proposed solution determine and enforce who needs or has access to key system performance metrics?	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
64	4.3	Does your proposed solution provide end-to-end monitoring capabilities from the client perspective and from the server perspective, to help determine the distributed component causing issues (client, network, server, database, storage, etc.)?	y	1	<input checked="" type="checkbox"/>	
65	4.4	Vendor must provide the requirements for network throughput for your recommended application environment to serve the number of clients, process the amount of data to be managed and address the complexity of the county business processes? Please specify.	n		<input checked="" type="checkbox"/>	Please refer to the Performance Framework document.
66	4.5	Does your proposed solution determine if clients can efficiently access the server(s) over other network topologies (WiFi, 3G, 4G, etc)? Explain.	y	1	<input checked="" type="checkbox"/>	TRIRIGA can be accessed over WiFi networks.

Line #			Resp.	Cap.	Comp.	Comment
67	4.6	Does your proposed solution provide load testing functionality to determine the effect on performance if the original number of concurrent users doubles or even triples, as well as scalability guidelines to appropriately achieve desired "performance quality of service" (SLAs)?	n		<input checked="" type="checkbox"/>	
68	4.7	Vendor must describe the network traffic that the software or hardware will generate.	y	1	<input checked="" type="checkbox"/>	This is dependent on the Client's number of users, environment mix, etc.  Please refer to the Performance Framework document.
69	4.8	Does your proposed solution maintain greater than xx120-300xx concurrent users in an internally multi-tiered environment or externally hosted environment without taking a performance hit?	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
70		4.9 Does your proposed solution allow for redundancy and rapid recovery capabilities to satisfy due to the high up time requirements?	y	1	<input checked="" type="checkbox"/>	
71	5	Backup & Recovery/Archiving			<input checked="" type="checkbox"/>	
72		5.1 Public Works Current Back Up Process			<input checked="" type="checkbox"/>	

Line #		Resp.	Cap.	Comp.	Comment
73	5.1 Public Works Network Solutions uses Commvault Galaxy as the primary backup software application. Currently all systems perform a differential backup starting at 4:00PM, Monday thru Thursday, and also perform a full backup starting at 4:00PM on Friday. The full jobs run all weekend long. All backup tapes are kept for 12 weeks. Tapes that are 13 weeks old are reused and over-written for the start of the next 12 week cycle. On every Monday tapes for the previous week are identified and removed from all tape libraries. On Tuesday Iron Mountain (County vendor) arrives with a scheduled box delivery and takes this week's boxes.			<input checked="" type="checkbox"/>	
74	5.2 Public Works Current Disk Jobs and Restore Process			<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
75		5.2 Backup jobs are also run to disk farms and are kept for at least 1 week. The disk backup jobs are the first place used as the source to do any restore for the key server systems. This allows for quicker response time. It also prevents the need to recall a tape canister from Iron Mountain, and avoid the canister handling charge. If the restore request is for information that is not in the disk backup system, Iron Mountain must be notified to recall the needed tape canisters. Once the tapes arrive, the restore job is executed and should run for short period of time.			<input checked="" type="checkbox"/>	
76		5.3 Vendor must provide formal guidelines and recommendations for optimum backup and recovery. Please provide.	y	1	<input checked="" type="checkbox"/>	TRIRIGA recommends using the guidelines provided by the DBMS on which it is implemented on.

Line #			Resp.	Cap.	Comp.	Comment
77		5.4 Vendor must determine if there will be any issues with adding the application and database to the existing processes, given the county's current backup and recovery processes. Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA is compatable with standard web and database application backup and recovery processes.
78		5.5 Does your proposed solution satisfy the Public records statues in Arizona (i.e., entry, access, retention, legal holds, and purging)? Please describe.	y	3	<input checked="" type="checkbox"/>	Entry, access, retention, legal holds, and purging of data are system admin processes. Hence TRIRIGA will copmly with this requirement.
79		5.6 Can your proposed solution segregate data for periods of time, or per active/inactive status?	y	1	<input checked="" type="checkbox"/>	
80	6	Reporting			<input checked="" type="checkbox"/>	



Line #			Resp.	Cap.	Comp.	Comment
81	6.1	Does your proposed solution support SQL Server Reporting Services? Does your product include other report generation tools? Can these reports be incorporated into the product's menus?	y	2	<input checked="" type="checkbox"/>	TRIRIGA supports Crystal Reports through a separate module in addition to it's own built in reporting tools.
82	6.2	Vendor must indicate if reporting capability costs are included in your software license or if they require separate licensing? Vendor must describe how the product is licensed (e.g. per seat, server, developer, runtime)? Please provide.	y	2	<input checked="" type="checkbox"/>	TRIRIGA has an out of the box reporting capability. If Crystal Reports is used, then a separate license must be purchased per TRIRIGA installation.
83	6.3	Vendor must describe how the reporting platform supports Business Intelligence/OLAP capabilities?	n		<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
84	6.4	Does your proposed solution require a separate database for reporting? If so, how do you export data and keep the transaction database and reporting database in synchronize? If not, are you concerned that online performance might be impacted by reporting? Please explain.	n		<input checked="" type="checkbox"/>	
85	6.5	Do business users need to understand the schematics of the database and data relationships to run reports? [Note: if the answer is yes, that would be undesirable since it indicates that the end-user interface may not abstract complexity enough and the interaction may not be friendly enough for business users]	n		<input checked="" type="checkbox"/>	Reports schemas are pre generated, and the end user simply runs them based on the criteria the reports were built on.

Line #			Resp.	Cap.	Comp.	Comment
86	6.6	Does your proposed solution provide canned reports with your products? Please provide a list and descriptions.	y	1	<input checked="" type="checkbox"/>	
87	6.7	Does your proposed solution allow for reports to be executed real time and/or on a scheduled basis?	y	1	<input checked="" type="checkbox"/>	
88	6.8	Does your proposed solution allow for reports to be exported to a variety of off-the-shelf products, ie. Word, Excel, PDF? Explain.	y	1	<input checked="" type="checkbox"/>	TRIRIGA can export to pdfs, excel, word, etc.
89	6.9	Does your proposed solution ensure data integrity of all reported fields (including all stored, calculated, and summarized data) both on the user interfaces and printed reports? How is this accomplished in your tool?	y	1	<input checked="" type="checkbox"/>	TRIRIGA reports are generated with the existing data in the system.
90	6.1	Does your system require any user intervention to ensure calculated data is up to date? Explain.	n		<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
91	6.1	Does your proposed solution have a configurable and centralized dashboard based on user roles and permissions which includes functionality such as alerts, notifications, key measures, thresholds, targets, flags and reports.	y	1	<input checked="" type="checkbox"/>	TRIRGA provides customizable portals for users based on their role within the system.
92	6.1	Does your proposed solution manage reporting via a web-accessible interface?	y	1	<input checked="" type="checkbox"/>	
93	6.1	Does your proposed solution provide secure and remote access to report information?	y	1	<input checked="" type="checkbox"/>	
94	6.1	Can your proposed solution send reports to external resources through electronic/automated mediums, including mobile devices?	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
95		6.1 Does your proposed solution create views targeted to a specific audience, i.e. configurable dashboards to address the information needs of facilities management, design and construction, planning and project development, managers, IT, etc.?	y	1	<input checked="" type="checkbox"/>	
96		6.1 Does your proposed solution provide robust and advanced search capabilities to global and ad-hoc searches based on parameters such as: facility name, facility address, facility work orders, or any other search criteria?	y	1	<input checked="" type="checkbox"/>	
97		6.1 Does your proposed solution report on combined data from other sources, such as Maximo?	y	2	<input checked="" type="checkbox"/>	
98	7	Customization/Development			<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
99	7.1	Vendor must describe skill sets and development tools required to support the application.	y	1	<input checked="" type="checkbox"/>	Application Builder - Propreitary TRIRIGA development tools. Apache, JBOSS, J2EE
100	7.2	Does your proposed solution extend, configure and customize the application through documented tools and standard mechanisms? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has a set of comprehensive tools which allows for extending, configuring, and customizing the application.
101	7.3	Does your proposed solution rename, add, move, or delete fields on the user interface? Explain how this is accomplished and the impact it has on the database.	y	1	<input checked="" type="checkbox"/>	Adding, Moving, and Deleting fields are done in a systematic process through the TRIRIGA business objects.
102	7.4	Does your proposed solution allow for authorized users to add new functionality (data elements, UIs and business logic) as needed within your system/application ? Please explain how this is accomplished.	y	1	<input checked="" type="checkbox"/>	Using TRIRIGA's Application Builder Module this can be accomplished.

Line #			Resp.	Cap.	Comp.	Comment
103	7.5	Does your proposed solution provide access to html links from the portal/home page set up through the application?	y	1	<input checked="" type="checkbox"/>	
104	7.6	Does your proposed solution log the impact of any customer changes in the event of an upgrade, how are those changes retained and integrated to the new release, and what costs may be incurred?	y	1	<input checked="" type="checkbox"/>	TRIRIGA's Object Migration Tool allows the Client to identify custom changes.
105	7.7	Vendor must provide your support policy for customizations, a description of the supported versus non-supported ways to customize, and what costs may be incurred. Please provide.	y	3	<input checked="" type="checkbox"/>	eCIFM supports customizations for its customers for 60 days post go-live, however eCIFM offers helpdesk and maintenance contracts to extend beyond the 60 days. The cost is 20% of the implementation costs per year. TRIRIGA support also provides software support for the base applications, which is included in the maintenance plan.

Line #			Resp.	Cap.	Comp.	Comment
106	7.8	Vendor must provide documented best-practices about assessing development staff size to support an organization of our size. Please describe your assessment methodology.	y	1	<input checked="" type="checkbox"/>	TRIRIGA uses the Fusion Methodology.
107	7.9	Vendor must provide the current development staffing level dedicated to this product and how big was it a year ago.	y	3	<input checked="" type="checkbox"/>	TRIRIGA has over a hundred development and support staff. These numbers have been consistent with the previous year.
108	7.1	Can your proposed solution incorporate contextual help information as a standard configuration feature on the interface design?	n		<input checked="" type="checkbox"/>	



Line #			Resp.	Cap.	Comp.	Comment
109	7.1	Does the vendor have documentation that assesses the impact of support requirements on other customers of a similar size (internal County staff? such as business analysis/project management, development, business and network management staff)?	y	1	<input checked="" type="checkbox"/>	Documentation may not be available, however eCIFM can put you in touch with other vendors to discuss the impact of support requirements of other customers of similar size.
110	7.1	Vendor must provide an estimate of the customization required to support the business requirements listed in the RFP. What is the impact to development staff to maintain these customizations?	y	3	<input checked="" type="checkbox"/>	See pricing proposal.
111	7.1	Vendor must provide other local consulting vendors that could assist on customization and/or integration services if future development is needed. Please provide.	y	3	<input checked="" type="checkbox"/>	eCIFM has a local office in Scottsdale, Arizona. We intend to support the application through our Arizona office.

Line #				Resp.	Cap.	Comp.	Comment
112	8	Vendor Support				<input checked="" type="checkbox"/>	
113		8.1 Vendor must provide documentation and examples about the service level agreements/policies offered.		y	1	<input checked="" type="checkbox"/>	See proposal. Service level agreements are in the written proposal.
114		8.2 Do you provide 24 x 365 support coverage? Indicate any associated costs.		y	3	<input checked="" type="checkbox"/>	eCIFM provides support during normal business hours, however 24x365 support can be provided for a cost.
115		8.3 Vendor must describe problem reporting process and tools (phone, online, email). Please explain.		y	1	<input checked="" type="checkbox"/>	See written proposal.
116		8.4 Vendor must describe issue escalation process. Please provide.		y	3	<input checked="" type="checkbox"/>	See written proposal.

Line #			Resp.	Cap.	Comp.	Comment
117	8.5	Can vendor provide technical and business documentation that includes ER diagrams [Entity-Relationship diagrams], database schemas, and table and column level descriptions including data formats? Please provide.	n		<input checked="" type="checkbox"/>	TRIRIGA's ER digram are available online in the data modeler which are too complex and large to be included.
118	8.6	Does vendor provide Tier 3 (senior level) telephone technical support during prime business operating hours xx(7am-6pm PT, Monday through Friday)xx for the county through a toll-free number? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA provides level 3 support during normal business hours which can be accessed through a toll free number.
119	8.7	Does vendor remotely access and assist local technicians as required (if we host the system internally)? Please describe.	y	1	<input checked="" type="checkbox"/>	eCIFM provides support through WebEX or any other online helpdesk/conferencing tools the client may have in order to work with their technicians and end users.

Line #			Resp.	Cap.	Comp.	Comment
120	8.8	Does vendor provide online support to log and view system issues along with proposed resolutions?	y	3	<input checked="" type="checkbox"/>	See written proposal.
121	8.9	Does vendor enable the County to receive notifications about IWMS upgrades as they become available?	y	1	<input checked="" type="checkbox"/>	See written proposal.
122	8.1	Does vendor allow the County to coordinate with the vendor or authorized System Integrator's on scheduling, testing and performing the upgrade?	y	1	<input checked="" type="checkbox"/>	
123	8.1	Vendor must allow the County to receive upgrades and bug fixes on a regular interval to ensure the system maintains security standards according to a negotiated SLA.	y	1	<input checked="" type="checkbox"/>	See written proposal.

Line #			Resp.	Cap.	Comp.	Comment
124	8.1	Does your proposed solution maintain configuration settings after application of system/application upgrades (no need to reconfigure after upgrades)?	y	1	<input checked="" type="checkbox"/>	
125	8.1	Vendor must provide technical documentation which describes the administration, operation, installation steps, common issue resolution, application interface block diagrams, database schemas, database dictionaries and routine maintenance items.	y	1	<input checked="" type="checkbox"/>	Documentation is available in PDF format, which can be downloaded on the TRIRIGA support site
126	8.1	Vendor must describe and provide examples of the technical documentation and assistance available for the installation and technical support of the IWMS.	y	1	<input checked="" type="checkbox"/>	Documentation is available in PDF format, which can be downloaded on the TRIRIGA support site

Line #			Resp.	Cap.	Comp.	Comment
127	8.1	Vendor must describe all licensing models and maintenance fees including additional licenses required for development and test infrastructure. If there are multiple licensing models such as by server, workstation, physical location, enterprise, etc., please describe all options.	y	1	<input checked="" type="checkbox"/>	See written proposal. Most of the licensing is concurrent.
128	8.1	Vendor must describe what a chargeable modification for the system would be versus one covered under the maintenance agreement. Provide an example of a chargeable and a non-chargeable modification.	y	1	<input checked="" type="checkbox"/>	Base product functionality bugs are supported without any additional charge. Any customizations bug fixes will be supported with an additional charge, unless it is part of the customization provided by eCIFM.
129	8.1	Vendor must describe what version of the operating systems, and platforms supported (as far back and as far forward in version numbers with patches).	y	1	<input checked="" type="checkbox"/>	See support matrix documentation.

Line #			Resp.	Cap.	Comp.	Comment
130		8.1 Vendor must describe how the change control process tracks vendor support activities.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has a customized support tracking system, which tracks the severity of every ticket.
131		8.1 Vendor must provide your process for future enhancements requests.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has a process of accepting enhancements which are looked at for future development. See written proposal for additional information.
132		8.2 Does the vendor allow the County to take advantage of other customer modifications at no cost? Please describe.	y	1	<input checked="" type="checkbox"/>	Yes, the County can take advantage of other work eCIFM has done for other customers.
133	9	System Updates (Client and Server)			<input checked="" type="checkbox"/>	
134		9.1 Vendor must describe the company's philosophy for software updates, upgrades, hot fixes, maintenance releases and new versions for your product. Provide a schedule for the past three years.	y	1	<input checked="" type="checkbox"/>	TRIRIGA, as part of the maintenance costs, provides minor updates every six months, major updates every year. These updates are free of cost and are part of the maintenance plan. TRIRIGA also provides updates and hot fixes to resolve critical issues on a regular basis.

Line #			Resp.	Cap.	Comp.	Comment
135	9.2	Vendor must describe how application updates are applied. Are they incremental patches or whole replacement software images. Describe if during the update process, you replace individual components or the entire application?	y	1	<input checked="" type="checkbox"/>	Application updates are incremental patches. TRIRIGA provides tools, ie Object Migration Tools to apply these patches without losing customized functionality.
136	9.3	Vendor must describe how long old releases are supported, after a new release. Please indicate typical support schedules of older releases.	y	1	<input checked="" type="checkbox"/>	TRIRIGA supports old releases up to five years.
137	9.4	Vendor must describe what constitutes an upgrade, modification, configuration, new release or .x version of the system and if it can be deployed through the use of automated tools to push the new versions to client PCs and other end devices. Describe the frequency of a new release or version upgrade of the application.	y	1	<input checked="" type="checkbox"/>	Automated tools cannot be used since upgrades can affect customizations done by customers. However TRIRIGA provides tools to identify these customizations during upgrade. There are two types of upgrades provided.



Line #			Resp.	Cap.	Comp.	Comment
138		9.5 Vendor must describe how you test and certify the application, including database, operating security patches and other components.	y	1	<input checked="" type="checkbox"/>	TRIRIGA follows industry standards for testing and certifying the application.
139		9.6 Is your proposed solution ISO900X certified? Explain vendor's adherence to these standards and level of compliance.	y	1	<input checked="" type="checkbox"/>	TRIRIGA is ISO900X certified.
140		9.7 Is your proposed solution COBIT 4.1 and ISO 38500 compliant? Explain vendor's adherence to these standards and level of compliance.	y	1	<input checked="" type="checkbox"/>	TRIRIGA follows all the industry standards and certifications IWMS systems.
141	10 Security				<input checked="" type="checkbox"/>	
142		10. For each item below, describe how users are authenticated and given privileges to your application (AD, application directory, other):			<input checked="" type="checkbox"/>	
143		10. Does your product identify users trying to login?	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
144		10. Does your product authenticate predetermined valid users?	y	1	<input checked="" type="checkbox"/>	
145		10. Does your product authorize users with selected access rights within the application?	y	1	<input checked="" type="checkbox"/>	
146		10. Does your proposed solution manage authorization internally or interface with LDAP (AD)?	y	1	<input checked="" type="checkbox"/>	TRIRIGA has an internal login and authentication system, in addition to being able to integrate with external LDAP on Active Directory authentication.
147		10. Does your proposed solution provide user access with a web-browser (for thin client users) to the application/data while inside and outside of the County's network?	y	1	<input checked="" type="checkbox"/>	
148		10. Does your proposed solution support Single Sign on/SSL protocols within your toolset? Describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA SSO can be integrated through IIS or an existing client SSO application.
149		10. Does your proposed solution allow for system access over VPN running on the public internet infrastructure?	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
150	10.	Does your proposed solution require any direct coding to execute/implement changes for security setup and/or administration? If yes, explain.	n		<input checked="" type="checkbox"/>	
151	10.	Does your proposed solution support field-level security? Explain how this is implemented.	y	1	<input checked="" type="checkbox"/>	TRIRIGA can be configured to provide security to sections, tabs, and GUIs.

Line #			Resp.	Cap.	Comp.	Comment
152	10.	Does your proposed solution provide functionality to allows configuration of end user roles, (i.e., facility engineer, facility manager, project manager, administrative) to allow enforcement of role base security? (For example does your proposed solution control access to information based on individual and/or group permissions granting authorization to: read, write, modify, print and delete). Please explain how this can be configured through your application. Describe how you:				<input checked="" type="checkbox"/>
153	10.	create flexible roles and groupings,	y	1		<input checked="" type="checkbox"/>
154	10.	define secure access to information based on roles and users,	y	1		<input checked="" type="checkbox"/>

Line #			Resp.	Cap.	Comp.	Comment
155		10. manage access control (including the access/management /configuration of facility data and workflow processes)	y	1	<input checked="" type="checkbox"/>	
156		10. manage access via passwords, bio authentication feedback etc.	y	1	<input checked="" type="checkbox"/>	
157		10. Does your proposed solution require or allow security controls and access rights to stored documents (including CAD drawings) apart from the system level security? If yes,can this be turned on or off as needed?	y	1	<input checked="" type="checkbox"/>	Security controls can be turned on and off as needed.
158		10. Does your proposed solution handle any confidential or Personally Identifiable Information (PII) such as social security numbers, driver's license numbers, etc? Per standards like NIST, ISO, FIPS, ...?	y	1	<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
159		10. Does your proposed solution enable secure conditional access to reports?	y	1	<input checked="" type="checkbox"/>	
160		10. Does your proposed solution employ session timeouts after periods of inactivity? If yes, describe how the application has password controls for timeout, complexity, and reuse.	y	1	<input checked="" type="checkbox"/>	The built in tools in TRIRIGA's admin console allows for idle time settings, etc.
161		10. Does your proposed solution allow for the placement of a user-defined warning banner when logging into the system?	n		<input checked="" type="checkbox"/>	
162		10. Vendor must describe available Security Reports and Controls.			<input checked="" type="checkbox"/>	
163		10. Does your proposed solution lock account after x # of attempts and alert the system administrator?	n		<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
164		10. Does your proposed solution support Local Password rules, if local passwords are elected?	y	1	<input checked="" type="checkbox"/>	Through SSO we can integrate with active directory and provide support for Local Password rules.
165		10. Does your proposed solution provide reports or logs to monitor security for the following:			<input checked="" type="checkbox"/>	
166		10. User activity	y	1	<input checked="" type="checkbox"/>	
167		10. Inactive users	y	1	<input checked="" type="checkbox"/>	
168		10. Failed access attempts	n		<input checked="" type="checkbox"/>	
169		10. Watermark on printed output	n		<input checked="" type="checkbox"/>	
170		10. Does your proposed solution use the logging capabilities above for auditing facilities and generating reports on that monitored information?	n		<input checked="" type="checkbox"/>	
171		10. Vendor must describe how and who is able to create, edit and delete groups, and assign permissions to those groups.	y	1	<input checked="" type="checkbox"/>	Any user in the Admin User Group will have the rights to add, edit, and delete groups.

Line #		Resp.	Cap.	Comp.	Comment
172	10. Vendor must describe how and who is able to create, edit and delete a user, for example create a user profile and define attributes, such as, unique identifier, first name, middle initial, last name, password, title, organization, job code, e-mail, phone, etc. If create, edit and delete a user cannot be done, describe how the application manages user access for administrators.	y	1	<input checked="" type="checkbox"/>	Administrators in Tririga can create, edit and delete a user.
173	10. Does your proposed solution provide descriptive error logging of all errors, including error messages when login validation fails? Please provide examples of error handling for a failed login attempt.	y	1	<input checked="" type="checkbox"/>	If a login password is incorrect, the system will notify the user that it is incorrect.



Line #			Resp.	Cap.	Comp.	Comment
174	10.	Does your proposed solution follow industry accepted enterprise security best practices for access and disclose all "back doors" to the system? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA uses security groups and licenses to control and maintain user access to the system.
175	10.	Does your proposed solution allow for County Public Works IT to grant limited and closely-controlled remote access to the system by authorized Vendor technical support engineers?	y	1	<input checked="" type="checkbox"/>	
176	10.	Vendor must describe how and who is able to reset a password for logon access to the IWMS if Active Directory (AD) is not supported.	y	1	<input checked="" type="checkbox"/>	Anyone with the Administrative rights and privileges may reset a password for a login.
177	10.	Vendor must describe in detail:			<input checked="" type="checkbox"/>	
178	10.	What security issues pertain to information that is transitory/cached data being transmitted (like financial data)?	y	1	<input checked="" type="checkbox"/>	TRIRIGA is only as secure as the server and network it's implemented on.

Line #			Resp.	Cap.	Comp.	Comment
179		10. What forms of administrative tools are provided to remove it?	y	1	<input checked="" type="checkbox"/>	TRIRIGA recommends using shared secure layer to protect financial transactions.
180		10. How does Vendor responds to current PCI/DSS security requirements?	n		<input checked="" type="checkbox"/>	TRIRIGA does not store payment card information.
181		10. Vendor must describe and provide documentation on the application's security model.	y	1	<input checked="" type="checkbox"/>	See documentation on User Security Permissions.
182		10. Vendor must describe the security processes maintained, pertaining to the application entities/capabilities and to the support of the application.	y	1	<input checked="" type="checkbox"/>	See documentation on User Security Permissions.
183		10. Vendor must describe how the vendor completed/passed a SAS 70 audit (or similar) and if it is available for customer review.	y	1	<input checked="" type="checkbox"/>	Our software is hosted in a SAS 70 compliant data-center. It is available to review upon request.
184		10. Does your proposed solution force "new" users to change their password upon first login into the application? If so, please describe.	n		<input checked="" type="checkbox"/>	Only Administrators have the ability to change passwords.

Line #			Resp.	Cap.	Comp.	Comment
185	10.	Does your proposed solution support multifactor authentication methods? If so, please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA supports multifactor authentication if SSO has been integrated over the client's authentication methods.
186	10.	Does your proposed solution automatically disable accounts that have gone unused for a specific period of time? If so, please describe.	n		<input checked="" type="checkbox"/>	Administrators have to manually expire unwanted user accounts.
187	10.	Does your proposed solution enforce complex passwords? If, please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA enforces password complexities.
188	10.	Does your proposed solution provide that remote support be enabled or disabled by an operator when necessary? If so, please describe.	y	1	<input checked="" type="checkbox"/>	Administrators have the ability to activate or retire user accounts.
189	10.	Does your proposed solution have the capability to "alert" or notify via email group or SNMP (Simple Network Management Protocol) trap? If so, please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has the ability to send emails based on a given set of parameters.

Line #			Resp.	Cap.	Comp.	Comment
190		10. Does your proposed solution log access activity regarding READ, WRITE, DELETE, MODIFY and PRINT? If so, please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has an actions tab which allows the monitoring of actions performed on a record.
191		10. Does your proposed solution allow for back up rotation and archive activity logs? If so, please describe.	y	1	<input checked="" type="checkbox"/>	This functionality is a property of the database that TRIRIGA will be implemented on.
192		10. Does your proposed solution have the ability to specify maximum log file size? If so, please describe.	n		<input checked="" type="checkbox"/>	
193		10. Does your proposed solution export, audit or log data to an external system for archive and analysis (syslog, SIM, etc.)? If so, please describe.	y	2	<input checked="" type="checkbox"/>	TRIRIGA can be configured the log files in a specified location.

Line #			Resp.	Cap.	Comp.	Comment
194	10.	Does your proposed solution protect the audit log files from unauthorized alteration from system users and/or by the vendor support staff? If so, please describe.	n		<input checked="" type="checkbox"/>	Anyone that has access to the application folder via proper permissions, can modify the files.
195	10.	Does your proposed solution have the capability to redact or remove specified fields or entries to protect confidential information? If so, please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has the ability to specify specific details to be viewed by a user based on their security role.
196	10.	Does your proposed solution create security profiles based on static or dynamic groups and only access appropriate data based on these profiles	y	1	<input checked="" type="checkbox"/>	This is an out of the box functionality in TRIRIGA.
197	10.	Vendor must describe how the proposed solution ensures that data is not corrupted, infected or tampered with.	y	1	<input checked="" type="checkbox"/>	The application is hosted on a datacenter which is SAS70 compliant. Only authorized users have access to the application and the data servers. Security roles are assigned to end users which restrict their access to data.

Line #			Resp.	Cap.	Comp.	Comment
198		10. Is the proposed solution compliant with the NIST standards for Data security and integrity as it relates to data privileges – access to, locking and/or distribution of data? For the entry, modification and deletion of data? For the storage, retention, logging, archiving and purging of data?	y	1	<input checked="" type="checkbox"/>	TRIRIGA follows similar industry security standards. eCIFM will have to assess whether it is NIST compliant.
199	11 Application Integration				<input checked="" type="checkbox"/>	
200		11. Note: The County requires integration to PeopleSoft (current), ADP (future), Maximo, Advantage, OnBase, AutoCAD and possibly other enterprise systems.			<input checked="" type="checkbox"/>	
201		11. Does your proposed solution integrate (bidirectionally) with other data sources? Please explain.	y	3	<input checked="" type="checkbox"/>	Custom code will have to be written based upon the designed interface.

Line #			Resp.	Cap.	Comp.	Comment
202		11. Does your proposed solution have any built-in integrations provided? Please explain.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has built in tools known as BusinessConnect and DataConnect which allow it to integrate with other applications.
203		11. Does your proposed solution include methods or tools for custom integration? Please list and explain.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has built in tools known as BusinessConnect and DataConnect which allow it to integrate with other applications.
204		11. Does your proposed solution support data integration operations to be executed in real-time or in the background during non-peak hours?	y	1	<input checked="" type="checkbox"/>	TRIRIGA allows for data integrations to be run in real-time.
205		11. Does your proposed solution integrate with Advantage 2.2, which is used for financial management and corporate accounting at Maricopa County? Define your experience with integration to products like this for financial data.	y	3	<input checked="" type="checkbox"/>	This would require a custom integration. eCIFM has integrated a number of similar financial systems.

Line #			Resp.	Cap.	Comp.	Comment
206		11. Does your proposed solution integrate with PeopleSoft 8.3 (current) and ADP (future-hosted), which is used for HR/ERP management at Maricopa County? Define your experience with integration to products like these for HR/ERP data.	y	3	<input checked="" type="checkbox"/>	This would require a custom integration. eCIFM has integrated a number of similar HR/ERP systems.
207		11. Does your proposed solution integrate with OnBase, which is used for electronic document and records management at Maricopa County? [Note: Current version is OnBase 8.2, however, may be migrating to OnBase 10.0, target go-live for summer 2011]. Define your experience with integration to products like this for document and records management.	y	3	<input checked="" type="checkbox"/>	This would require a custom integration. eCIFM has integrated a number of similar electronic document systems.



Line #			Resp.	Cap.	Comp.	Comment
208		11. Does your proposed solution integrate with Maximo, which is used for Work Order management at Maricopa County Department of Facilities Management? Current version of Maximo is 6.2, however, may be migrating to Maximo 7.0 within the next year. Define your experience with integration to this product for work order data.	y	3	<input checked="" type="checkbox"/>	This would require a custom integration. eCIFM has integrated a number of similar asset management systems.
209		11. Does your proposed solution integrate with AutoCAD 2007-2011, which is used for building drawings at Maricopa County? Define your experience with integration to these products.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has a built in tool known as CAD Integrator which integrates AutoCad 2007-2011 with the TRIRIGA application.
210		11. Does your proposed solution import user account information through LDAP integration, Active Directory? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA supports LDAP integration with Active Directory.

Line #			Resp.	Cap.	Comp.	Comment
211		11. Does your proposed solution allow for handling multiple message formats for data integration, i.e., XML, EDI, etc?	y	1	<input checked="" type="checkbox"/>	TRIRIGA has the BusinessConnect SOAP-compliant API for data integration.
212		11. Does your proposed solution ensure data integrity when integrating with other 3rd party systems? Please explain.	y	3	<input checked="" type="checkbox"/>	eCIFM ensures UAT testing during the integration of a 3rd party system.
213		11. Vendor must describe integration capabilities with other desktop products like MS office (Word, Excel etc), Exchange/Outlook, MS Project, SharePoint and Visio?	y	1	<input checked="" type="checkbox"/>	TRIRIGA integrates with Microsoft Project which allows for integration with the Microsoft Office products.

Line #			Resp.	Cap.	Comp.	Comment
214		11. Vendor must describe the integration capabilities with other products like SQL server, Microsoft Windows server platform, Windows XP desktop PCs, Microsoft Internet Explorer 7.0 and higher – web browser, Adobe Acrobat, and file formats such as: .pdf documents, Flat files – .txt and .csv formats?	y	1	<input checked="" type="checkbox"/>	TRIRIGA integrates with everything stated above. Please see the support matrix for specific details.
215		11. Does your proposed solution allow for access through links to documents (policies, procedures, owner's manual, etc) stored in an EDMS? Please explain.	y	1	<input checked="" type="checkbox"/>	TRIRIGA has an online repository of documentation that can be referenced as required.
216		11. Does your proposed solution integrate with ESRI and/or Google Earth for GIS mapping? Please describe.	y	2	<input checked="" type="checkbox"/>	Through the GIS module, TRIRIGA can integrate with ESRI and/or Google Earth.
217		11. Does your proposed solution support access to photos? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA allows photos to be attached to objects within the system.

Line #			Resp.	Cap.	Comp.	Comment
218		11. Does your proposed solution send notifications or alerts via Exchange/Outlook according to business-configurable parameters?	y	1	<input checked="" type="checkbox"/>	
219		11. Does your proposed solution import drawings in a variety of products such as Autocad and represent space utilization graphically? Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA uses visual queries to graphically display Autocad drawings.
220		11. Does your proposed solution integrate with Active Directory? Please describe.	y	1	<input checked="" type="checkbox"/>	Using SSO, TRIRIGA can integrate with Active Directory.
221		11. Vendor must describe integration frequency, models and methods for sharing data between systems for each below:			<input checked="" type="checkbox"/>	
222		11. real-time	y	1	<input checked="" type="checkbox"/>	
223		11. new time	y	1	<input checked="" type="checkbox"/>	TRIRIGA can set integration to run at a specified time.

Line #			Resp.	Cap.	Comp.	Comment
224		11. background processing	y	1	<input checked="" type="checkbox"/>	TRIRIGA integratoin processes can run in the the background.
225		11. batch processing	y	3	<input checked="" type="checkbox"/>	
226		11. Vendor must describe integration techniques and tools used (integration engine, migration products, etc).	y	1	<input checked="" type="checkbox"/>	TRIRIGA has data integration tools known as BusinessConnect and DataConnect which enables a developer to create integration processes.
227		11. Vendor must describe Barcode and other scanning technologies the proposed solution supports.	y	1	<input checked="" type="checkbox"/>	
228		11. Does your proposed solution support biometric and security technologies and methods, such as, iris scan, finger scan, and other biometric interfaces?	n		<input checked="" type="checkbox"/>	
229		11. Can your proposed solution support integration with RFID (Radio Frequency Identification) technologies?	y	3	<input checked="" type="checkbox"/>	
230	12	Quality Assurance/Testing			<input checked="" type="checkbox"/>	

Line #			Resp.	Cap.	Comp.	Comment
231	12.	Does the vendor provide and recommend a testing methodology and Quality Assurance Plan that meets the County's business requirements? Please describe.	y	1	<input checked="" type="checkbox"/>	eCIFM provides end-to-end testing, UAT testing, and regression tresting.
232	12.	Does the vendor provide structured testing, and comprehensive analysis of test data during implementation? Please describe	y	1	<input checked="" type="checkbox"/>	eCIFM provides standard testing methodolgies on all data provided during implementation.
233	12.	Does the vendor assist with the set up and configuration of the County's test environment? [Note: The test environment will be an exact replica of the production environment with any differences documented in detail]. Please describe.	y	1	<input checked="" type="checkbox"/>	TRIRIGA provides support for setting up clients with their application and database testing environments.

Line #			Resp.	Cap.	Comp.	Comment
234	12.	Does the vendor manage testing at multiple levels of the deployed IWMS implementation, for example, unit, application, system, integration, enterprise, etc.? Please describe.	y	1	<input checked="" type="checkbox"/>	
235	12.	Does the vendor manage and assist with data validation and clean up? Please describe.	y	1	<input checked="" type="checkbox"/>	eCIFM will support the client with data validation and clean up.
236	12.	Does the vendor support "Requirements Traceability" to ensure that each County requirement (features, functions, and fit) is met and works as needed by the customer? Please describe.	y	1	<input checked="" type="checkbox"/>	Needs analysis refines requirements. System design document ensures that the client's requirements are met. Customer sign off on the design document is required to begin development.

### ADDITIONAL CLARIFICATION TECHNICAL REQUIREMENTS RESPONSE

Line #	Item	Resp./Cap.	Comment (4/22/2011)	Clarification
17	1.1 Does your proposed solution perform parameterized searches (based on configurable criteria) either through a built-in search engine or through seamlessly installing and integrating with commercial search engine plug-in modules such as Google? Please describe.	Y/1	TRIRIGA provides a sitemap and reports with configurable filters	TRIRIGA provides the ability to search using its native Report Manager as well as configurable filters to provide query results.
31	1.1 SQL Server 2005 or later	Y/1	See Compatibility Matrix	Please see the updated TRIRIGA Support Matrix for TRIRIGA 10, Platform 3.1, attached.
41	1.1 Trend OfficeScan / Server Protect	Y/1		There are no known issues or conflict with Trend OfficeScan. However additional testing with Trend OfficeScan / Server Protect may be required to ensure complete compatibility.
47	2.3 Vendor must list all third party tools, drivers, and software (including their versions) that must be licensed to use your application. Can this software be licensed separately (ie. directly from the software vendor)? Please specify.	Y/1	Please refer to the support matrix.	Please see the updated TRIRIGA Support Matrix for TRIRIGA 10, Platform 3.1, attached.
65	4.4 Vendor must provide the requirements for network throughput for your recommended application environment to serve the number of clients, process the amount of data to be managed and address the complexity of the county business processes? Please specify.	n	Please refer to the Performance Framework document.	Please see the updated TRIRIGA Benchmark for TRIRIGA 10, Platform 3.1, see attached.
84	6.4 Does your proposed solution require a separate database for reporting? If so, how do you export data and keep the transaction database and reporting database in synchronize? If not, are you concerned that online performance might be impacted by reporting? Please explain.	n		The TRIRIGA solution does not require a separate database for reporting. Online performance is not typically impacted by reporting; however, this is subject to hardware limitations. A separate TRIRIGA Crystal server is recommended to run the Crystal Reports Server.
97	6.1 Does your proposed solution report on combined data from other sources,	Y/2		TRIRIGA's Business Connect will provide a



	such as Maximo?			custom integration with the Maximo data (see our response to line #208). Reports on combined data will require configuration.
<b>129</b>	8.1 Vendor must describe what version of the operating systems, and platforms supported (as far back and as far forward in version numbers with patches)	<b>Y/1</b>	See support matrix documentation	Please see the updated TRIRIGA Support Matrix for TRIRIGA 10, Platform 3.1, attached.
<b>140</b>	9.7 Is your proposed solution COBIT 4.1 and ISO 38500 compliant? Explain vendor's adherence to these standards and level of compliance.	<b>Y/1</b>	TRIRIGA follows all the industry standards and certification IWMS systems	TRIRIGA endorses and supports Building Information Modeling / Management (BIM), the COBie (Construction Operations Building Information Exchange) standard and ISO 38500. TRIRIGA's web services-based technologies and robust workflows inherently support standards such as COBIE and ISO 38500.
<b>156</b>	10. Manage access via passwords, bio authentication feedback, etc.	<b>Y/1</b>		TRIRIGA software solution complies with the "Strong Password Protection Protocols; bio authentication feedback is maintained at the hardware level.

ID	Task Name	Start	Finish	Work	2012																							
					October			November		December		January		February		March		April		May		June		July		August		
					9/18	10/2	10/16	10/30	11/13	11/27	12/11	12/25	1/8	1/22	2/5	2/19	3/4	3/18	4/1	4/15	4/29	5/13	5/27	6/10	6/24	7/8	7/22	
1	eCFM Maricopa County TRIRIGA Implementation	9/6/11	8/1/12	2,988 hrs																								
2	Project Initiation & Management	9/6/11	6/25/12	300 hrs																								
3	Contract Award	9/6/11	9/6/11	0 hrs																								
4	Project Management	10/3/11	6/25/12	300 hrs																								
5	Analysis and Design	10/3/11	10/31/11	136 hrs																								
6	Initial Kick Off / Scheduling Meetings	10/3/11	10/3/11	8 hrs																								
7	Initial Kick Off / Scheduling Meetings	10/3/11	10/3/11	8 hrs																								
8	Discovery and Needs Analysis	10/4/11	10/31/11	120 hrs																								
9	System Design Documentation	11/1/11	11/28/11	288 hrs																								
10	Portfolio Design	11/1/11	11/2/11	16 hrs																								
11	Space Management Design	11/1/11	11/7/11	40 hrs																								
12	Self Service Design	11/8/11	11/11/11	32 hrs																								
13	Asset Management Design	11/1/11	11/7/11	40 hrs																								
14	Move Management Design	11/8/11	11/11/11	32 hrs																								
15	Lease Management Design	11/14/11	11/17/11	32 hrs																								
16	Maximo Integration Design	11/8/11	11/14/11	40 hrs																								
17	OnBase Integration Design	11/18/11	11/24/11	40 hrs																								
18	Design & Schedule Review	11/25/11	11/28/11	16 hrs																								
19	Client Design Approval	11/28/11	11/28/11	0 hrs																								
20	Baseline Installation - Hardware & Software	10/3/11	10/7/11	40 hrs																								
21	Baseline Hardware Deployment	10/3/11	10/3/11	0 hrs																								
22	Baseline TRIRIGA Installation	10/3/11	10/7/11	40 hrs																								
23	Operational Development Environment	10/7/11	10/7/11	0 hrs																								
24	Data Migration Design	11/1/11	12/15/11	264 hrs																								
25	Data Mapping Specification	11/1/11	11/14/11	80 hrs																								
26	Data Migration Development	11/15/11	12/12/11	160 hrs																								
27	Data Migration Test Results Review	12/13/11	12/15/11	24 hrs																								
28	Property Portfolio Implementation	11/25/11	12/21/11	152 hrs																								
29	Property Module Configuration	11/25/11	11/29/11	24 hrs																								
30	Property Portal Configuration	11/29/11	11/29/11	8 hrs																								
31	Property Security Configuration	11/29/11	11/29/11	8 hrs																								
32	Property Data Migration	11/30/11	12/6/11	40 hrs																								
33	PP Unit and System Test	12/7/11	12/8/11	16 hrs																								
34	PP User Acceptance Test	12/9/11	12/15/11	16 hrs																								
35	Training and Deployment	12/16/11	12/21/11	40 hrs																								

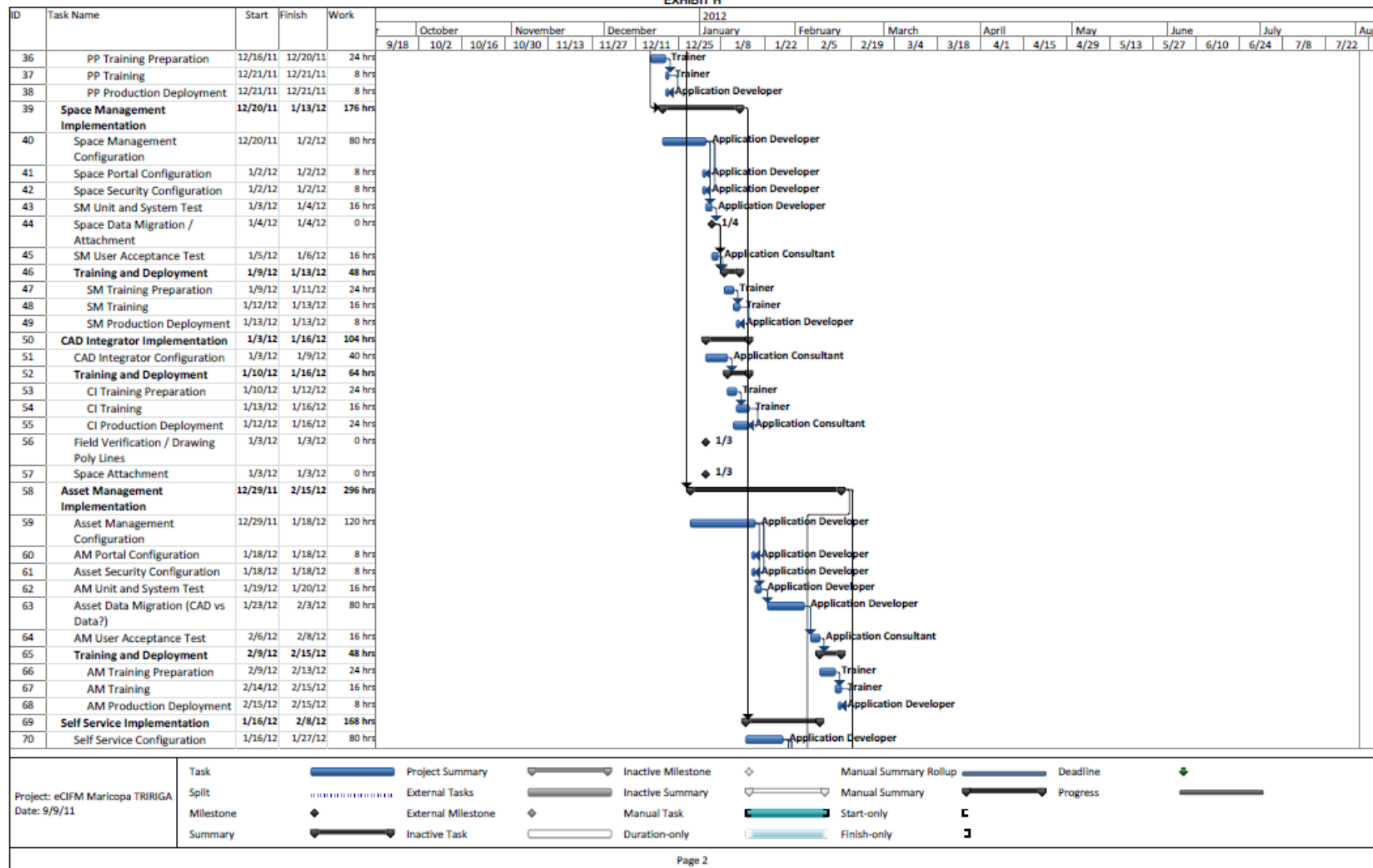
Project: eCIFM Maricopa TRIRIGA Date: 9/9/11	Task		Project Summary		Inactive Milestone		Manual Summary Rollup		Deadline	
	Split		External Tasks		Inactive Summary		Manual Summary		Progress	
	Milestone		External Milestone		Manual Task		Start-only			
	Summary		Inactive Task		Duration-only		Finish-only			

Page 1

## EXHIBIT G

SERIAL 10138-RFP

EXHIBIT H



## EXHIBIT G

SERIAL 10138-RFP

EXHIBIT H

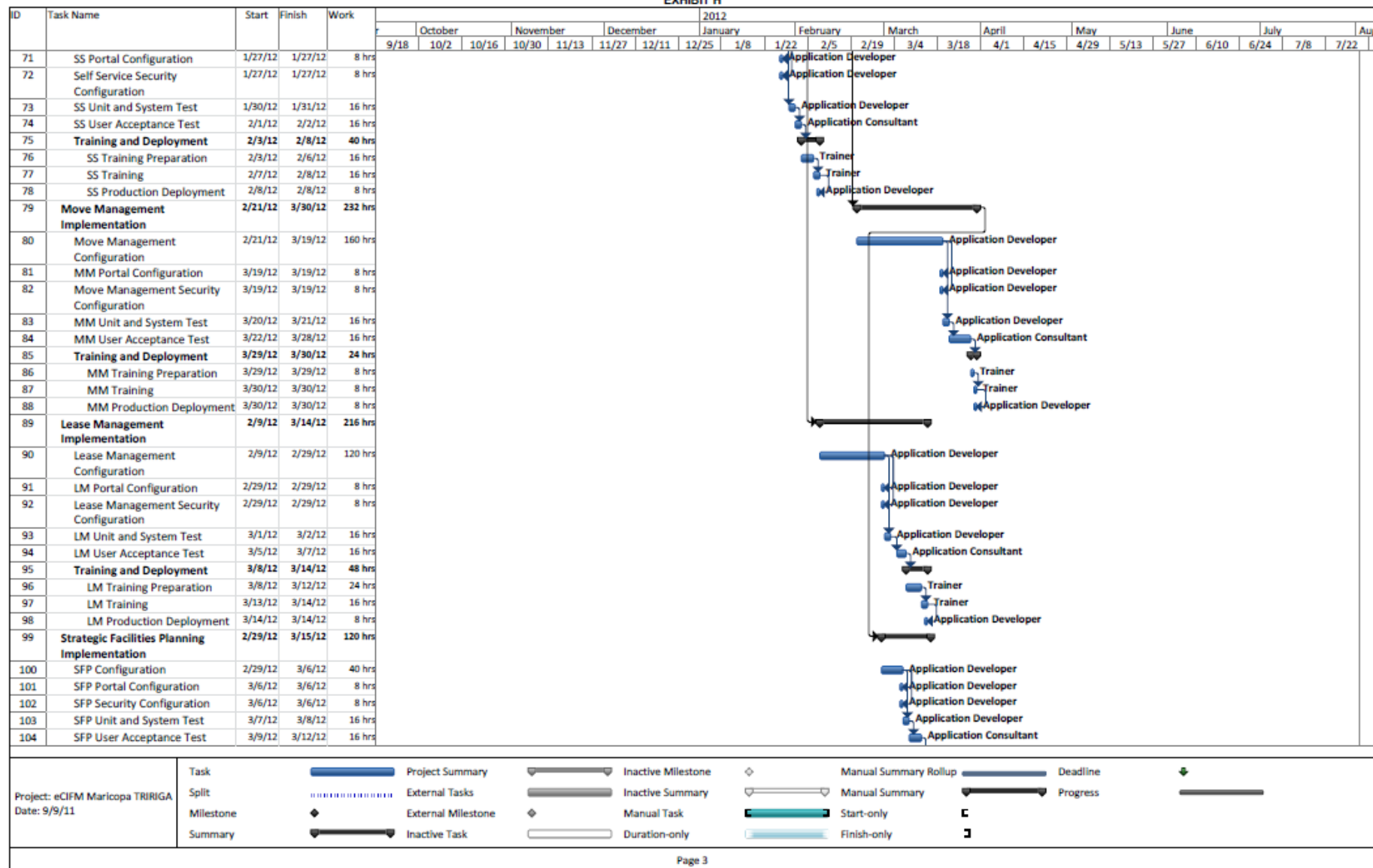
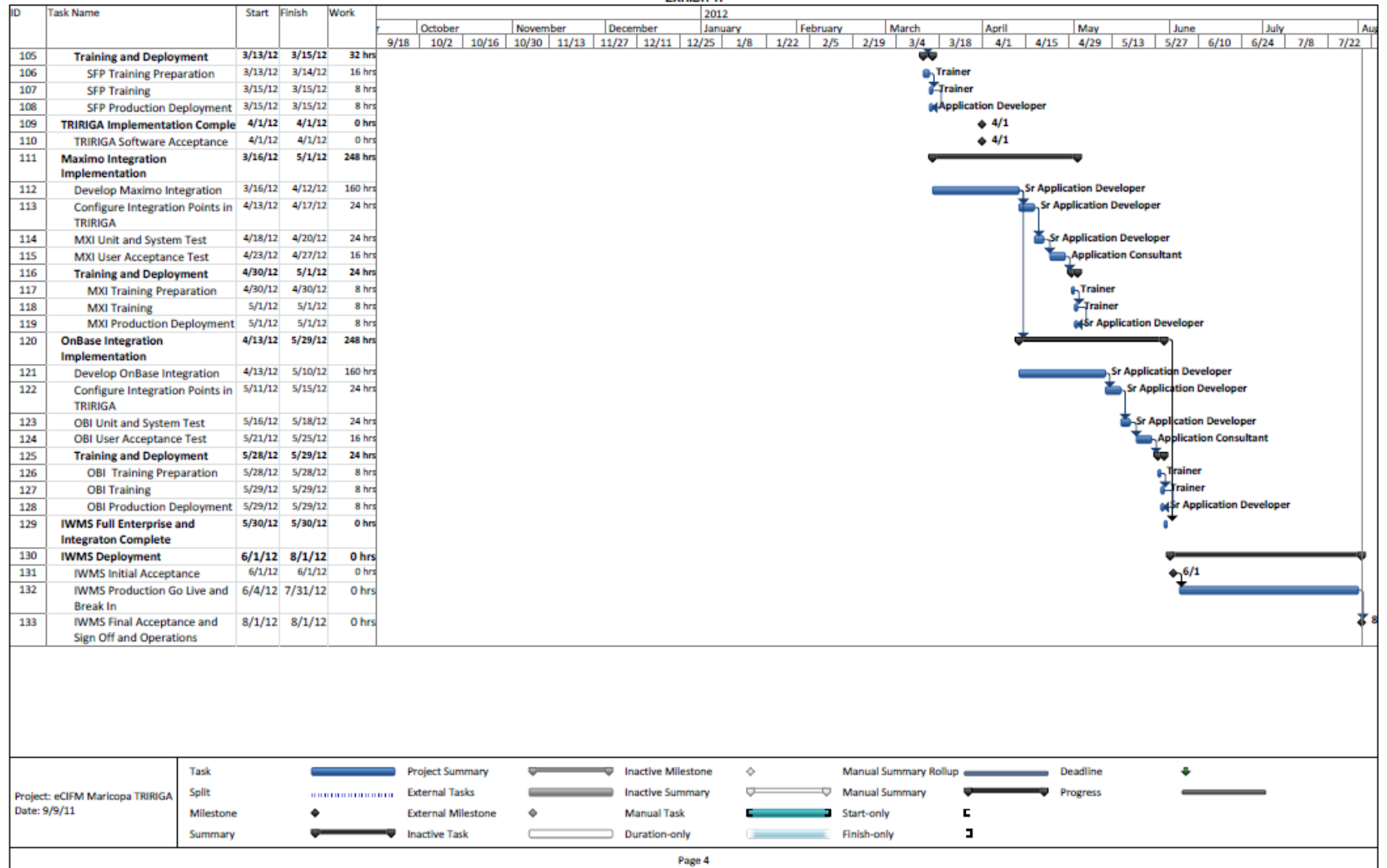


EXHIBIT H



**ECIFM SOLUTIONS INC, 3160 CROW CANYON RD. SUITE 240, SAN RAMON, CA 94583**

NIGP CODES: 2085503

Terms:	NET 30
Vendor Number:	2011000993 0
Telephone Number:	925/830-1925
Fax Number:	925/830-2750
Contact Person:	Sanjiv Paul Singh
E-mail Address:	<a href="mailto:sanjiv@ecifm.com">sanjiv@ecifm.com</a>
Certificates of Insurance	Required
Contract Period:	To cover the period ending <b>July 31, 2016.</b>